4. The User Services Environment

A vital part of the operation of any large distributed data system is the support provided to users of the system. The ECS provides a great deal of interactive support for data search & retrieval. The system provides in-line documentation about the instruments and data products, data applications, and relevant scientific references. The system does not, however, perform scientific analysis of its information or hold a knowledge of all the current science application domains for data sets (unless a specific collection is instantiated). Nor can it assess the importance of any particular quality fault in a data set. This type of work has to be performed by qualified personnel at the DAAC and SCF, and the results acted upon at the DAAC usually through User Services. These activities tend to interact with the system through the Science Operations Environment previously discussed,(e.g. through SSI&T, or ESDT development), or through non-integrated COTS (e.g. e-mail listservers & bulletin boards) and so it is not expanded upon here.

In addition to the science related work, User Services is also responsible for the administration of users, i.e. the establishment of account, the tracking of delayed/lost orders etc. It is this group of activities that focused on here as they require direct interaction by User Services with the ECS through a collection of tools. The following section discusses the tools used by Users Services. In Section 4.2 several scenarios demonstrating how these tools are used to support the user community are described.

4.1 User Services Desktop Environment

Figure 4.1-1 identifies a collection of tools that have been grouped under the User Services desktop. This is not the complete set of tools available to Users Services. User Services will access the ECS though the ECS Client with the complete Client toolset available. In addition, User Services also has access to many of the System Administration tools described in Section 5. (Access privilege may be restricted to read only for some tools). The tools discussed in the next Section are mainly those made exclusively available for Users Services. Also included is the Client supported Earth Science Search Tool (ESST) as it is a core tool for User services work.
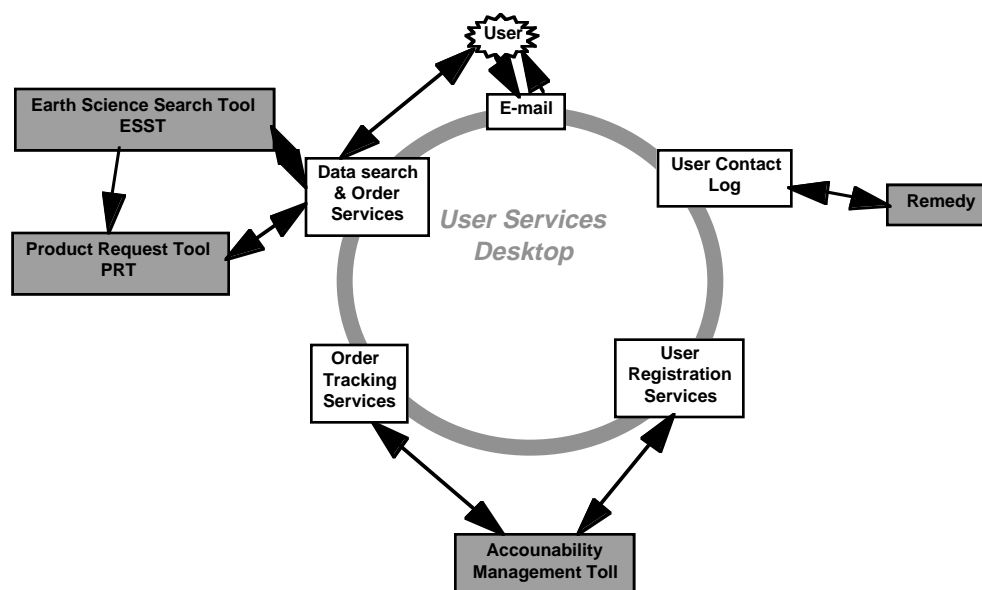

Figure 4.1-1. User Services Environment Context Diagram

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Four Tools are described below:

- The User Contact log - The means by which Users Services records and tracks the progress of any interaction with the user community.
- User Registration Services - This tool supports all the functionality required for user profile maintenance.
- Order Tracking Services - Provides multi-user, multi-order tracking capability.
- Data Search & Order Services (ESST PRT) - the Client Desktop tool.

In addition to the standard Client Desktop tools, and System Administration Tools, common unix environment services such as e-mail are not described here in any detail, although their use is noted where appropriate in the scenarios.

4.1.1 The User Contact Log

The Contact Log Service (CLS) provides the DAACs and the SMC a common environment and means of classifying, tracking, and reporting contacts of both ECS users and operators. CLS's core functionality is provided by the Remedy Action Request System, a COTS product. Through the configuration of this product, CLS will:

- provide a graphical user interface for support staff members to access all CLS services include a definition of a common Contact Log (CL) entry format.
- store CL entries.
- retrieve CLs through a wide variety of criteria (queries).
- produce reports.
- generate a trouble ticket from a CL using certain fields from the CL.
- retrieve the trouble ticket from a CL that has generated it.
- automatically populate certain information in CL.

The method of entering CLs will require the contact to call User Services who will then be responsible for entering the information via the graphical user interface. Once a log is entered a trouble ticket can then be generated from it by selecting the active link "Create TT". This will automatically use fields in the CL to populate certain trouble ticket fields and submit it. Once a trouble ticket has been submitted from a CL it can be modified or otherwise viewed by selecting the active link "Goto TT". This will automatically bring up the associated trouble ticket in modify mode.

The field "Contact Log" is what's known as a diary field. Whenever text is entered in this field and saved it is automatically stamped with the time and user that entered it. This is used as a running diary of the events that took place associated with the CL. The fields "Receiving Operator" and "Category" can be populated using picklists whose entries are configurable at each site.

4.1.2 User Registration & Order Tracking Services

Both user registration services and order tracking services are provided through the Accountability Management tool. The purpose of this tool is to perform security, data, and user audit trails, as well as to maintain end-to-end accountability, resource configuration, financial and resource utilization services.

There are two classes of users which are supported:

- Guest users - who are either accessing free data, or registering for a full account.
- Registered users - who have access to products and services according to their profile restrictions.

The principle functions that are supported by the Accountability Management tool are:

- User Registration - Creating accounts and profiles, maintaining a User Profile Database, and receiving User Profile records.
- Activity Data - Retrieve User Activity data from records generated by other subsystems. e.g. number of orders, browses, searches, products etc.
- Order Status Tracking - accepts status queries, searches local logs for processing data relating to an ordered data item, and returns status.
- Generate Audit Trail Reports

4.1.3 Data Search & Order Services

There are 2 client based tools that User Services has available to support Data Search & Order Services:

- Earth Science Search Tool (ESST) - The primary purpose is to execute search and access services on Earth Science data, and
- Product Request Tool (PRT) - The purpose of is to provide the user with the capability to request data from a data provider.

4.1.3.1 Earth Science Search Tool (ESST)

The ESST is a dynamically configurable interface. The ESST has an icon bar that contains access to attributes that can be specified for a search. The contents of the icon bar changes based on the category of search the user wishes to perform. The user may specify the general category of data that will be searched. The categories include the following:

- Earth Science Data—This is any data collection that can be accessed by ECS. This includes ECS data products as well as those products accessible from interoperable partners such as V0 and NOAA.
- Advertisements—The Advertising service provides three types of advertisements: service, provider, and product.
- Data Definitions—The Data Dictionary Service contains definitions of data collections, attributes of the collections, and valid values.
- Guide Documents—Guide documents provide more detailed documents of products, instruments, satellites, etc. than can be found in either the Data Dictionary or the Advertising Service.

The default category of data is Earth Science data. The user may also configure the default icon bar that is to be presented for each data category. This is performed using the User Preferences Tool. For example, the user may only want to specify spatial and temporal characteristics and the geophysical parameter that he or she is interested in. The user would specify this using the User Preferences Tool. When the configuration is saved, it is reused as the default configuration for the ESST for the Earth Science Data category.

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4.1.3.2 Product Request Tool (PRT)

The PRT can be initiated from the ESST or directly from the Desktop. When viewing a result set in the ESST, the user can select granules to execute the order service on. When the request is submitted, the PRT is initiated with the selected list of granules. The PRT allows the user to specify media or delivery mechanism. For example, some of the options might be an FTP pull of the data, an FTP push, or distribution on media such as 8 mm. An estimate of the cost is retrieved and displayed to the user and confirmation of the request is asked.

Another way that the PRT can be initiated is from the desktop given a Document Object or group of Document Objects that contain universal references (UR) to data granules. The PRT will be initiated with the information from the UR and the user will proceed as if the list of granules came from the ESST. In fact, the default action for a Document Object representing a granule UR is to initiate the PRT, with the appropriate granule displayed on the PRT screen.

A third way to initiate the PRT is with a UR to a data collection that can be ordered in one bulk request. For example, some data collections come as a set of CD-ROMs. The PRT can take the UR of the data collection and determine the server to send the request to.

4.2 User Services Drill Down Scenarios

This Section provides 6 detailed scenarios focused on User Services and its role in supporting the science end-user. The role of User Services will vary considerably from DAAC to DAAC, and the scenarios here are not intended to be exhaustive, but they do highlight all the tools and all the key tasks that User Services personnel will have to perform. In addition the workflows are no intended to be definitive. User Services uses many tools (as described in the previous Section) to perform its tasks. These tools can be used in a variety of ways. Although the scenarios are written to be realistic, they represent only a few ways in which the tools could be used. Many other scenarios are supported by the design.

4.2.1 Order Processing

This Section describes how a User Services Representative might place an order on behalf of a user. In the example scenario, the user contacts User Services via e-mail with a request for data. Users can also contact User Services by using the telephone, the fax machine, or by walking into a DAAC. Regardless of how a user contacts User Services with a request for data, the data order will be processed by interacting with the tools found on the User Services desktop. The specific order of activities may vary, due to Operator preference or local DAAC policy, but the elements comprising the event/work flow will be the same for any order processed.

4.2.1.1 Scenario Description

In this scenario, User Services receives a mail message from a User requesting data. The User Services Representative (US Rep) creates a User Contact Log entry, into which s/he records that a request for data was received from the user. The US Rep then assigns the entry a "priority for processing," selects the "send mail" option (which generates a message to the user acknowledging that their order request has been received), and statuses the entry as "in-progress."* The US Rep may sometimes receive more user requests than can be processed immediately; assigning a "priority for processing" can serve as a mechanism for managing user requests during periods of

high activity. In this scenario, the US Rep is able to process the order immediately, and launches the Registration Manager to obtain the user's profile information.

When the US Rep looks for the user's User Profile, s/he discovers that the user is not registered. The US Rep then registers the user before proceeding farther. S/he has registration information available from the e-mail message (probably the user's name, phone number, shipping address, and e-mail address), and will call the user if additional information is needed, such as a billing address.

After registering the user, the US Rep launches the Earth Science Search Tool (ESST), and enters search criteria to locate the requested data. The user provided a good description of what is needed in the e-mail message; but, if more information is needed, the US Rep calls the user directly.

In this scenario, the requested data is located at multiple DAACs. The US Rep at the home DAAC contacts the US Rep at the other DAAC if s/he has questions regarding the holdings of that DAAC. When the consolidated results set is returned, the US Rep sees that a great deal of material is available; probably more than what the user expected. So, the US Rep contacts the user so that s/he can make decisions regarding the order. The user specifies the datasets to order and requests to receive some "high interest" items via an ftp pull. The remainder of the order is to be shipped on hard media.

Once the order has been confirmed, the US Rep enters the users User ID for Accounting and Billing, submits the order, and closes the ESST. S/he then returns to the User Contact Log and retrieves the entry into which the request for data was originally logged. The US Rep updates the entry to show that the order has been processed, statuses the event as "closed," selects the "send mail" option, and submits the entry.* The log sends an e-mail message to the user informing them that their order has been processed, and asks them to call User Services if additional follow-up is needed. In the meantime, when the Data Server has extracted the file names and path names of the high interest granules, it notifies the user that the requested data is available for retrieval via an ftp pull. The remainder of the order is shipped as processing completes.

*Note: Because the User Services Representative will use the User Contact Log so frequently, this scenario envisions that once it is launched, the US Rep is likely to keep the log open during an entire shift/working session. Thus, the scenario does not close the Log. When the term "opens the User Contact Log" is used, it anticipates that the US Rep will click an icon to redisplay the Contact Log window or click the already open window to activate it.

Scenario Assumptions

- The User Services Representative will be logged in on his/her own account, but is able to order data under the user's User ID.
- The user has supplied registration information (User Name, Shipping Address, Phone Number, E-mail Address, etc.).
- The user provides specific information regarding data that is needed, and no special access privileges are required to order the requested data.
- A policy is in place regarding how to transmit an initial password to a user.
- A policy exists regarding an initial credit limit for new accounts.
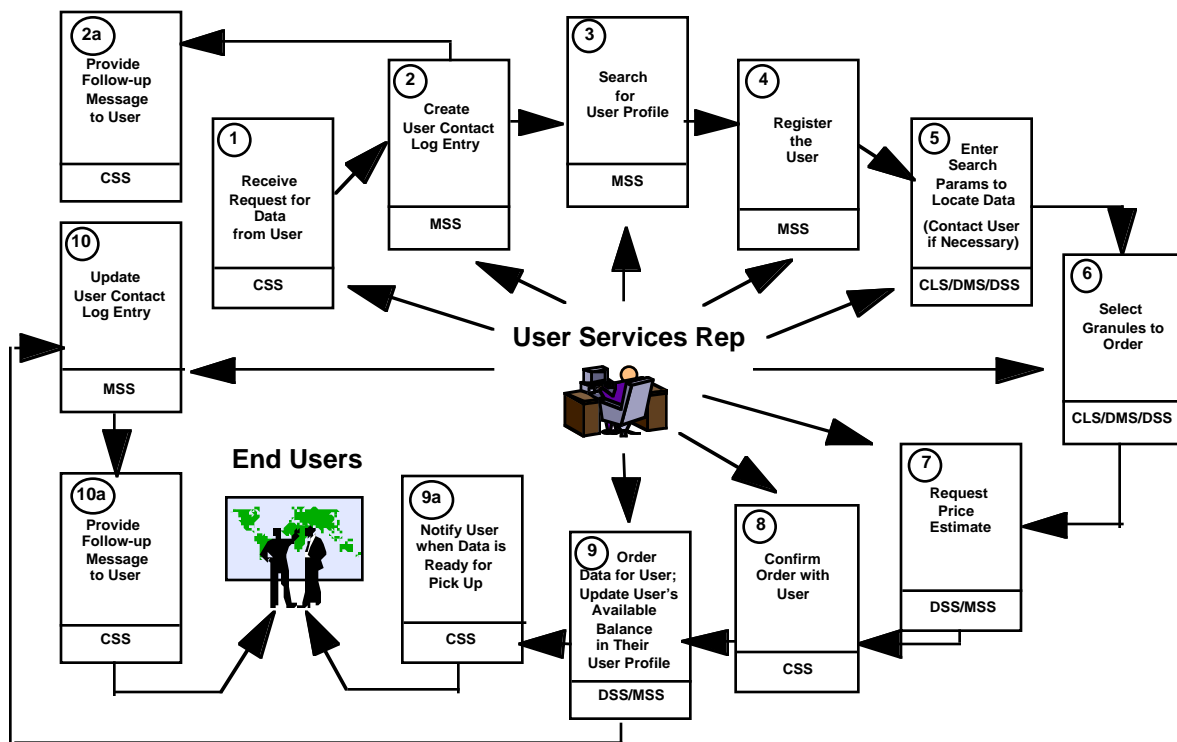
Figure 4.2.1.1-1. Order Processing Functional Flow

4.2.1.2 User Services Representative Roles

The roles and responsibilities of the User Services Representative are defined in DID 607. Those responsibilities listed in DID 607 which apply directly to this scenario are given below.

1. Establish, maintain, monitor and report on user accounts and profiles in accordance with approved policies and procedures.

2. Assist users to locate and access EOSDIS-related data regardless of location. May include referral to non-EOSDIS centers.

3. Assist users with use of EOSDIS-related catalog, search and order systems, bulletin boards, tools kits, services, etc.

4. Provide assistance and/or sources of in-depth expertise to users experiencing difficulties with EOSDIS on-line systems or tool kits, and/or Center-specific data sets, software, on-line systems or tools, including hardware requirements necessary to operate these systems.

4.2.1.3 Detailed Points of View

The Detailed Points of View that follows describes order processing as viewed by User Services Representatives, the ECS System via the desktop environment, and the User. Both human and machine interactions are briefly described. The tables reflect one example of how an order might be processed.

User Services Rep   **Desktop Environment**   **End Users**

1 • Receives user's request.

• Forwards user's e-mail request to User Services

• Sends e-mail message to User Services requesting help in ordering data.

• Invokes the User Contact Log.

2 • Creates a new log entry and enters notes regarding the user's order assistance request.

• Launches the User Contact Log.

• Accepts input.

• Assigns Priority for work off and statuses as **In Progress.**

• Accepts input.

2a

• Selects "Send Mail" option and Submits the entry.

• Logs entry to the database and notifies user of request receipt.

• Receives message that request for order help has been received by User Services.

• Invokes Registration Manager and selects "Retrieve Profile."

• Launches interface to User Profile database.

3 • Enters search parameter to find user's profile. (See Workflow for parameters.)

• Accepts input.

• Submits the search.

• User Profile database application queries the database.

• Observes that user is not registered.

• Returns result: **User Not Found.**

Figure 4.2.1.3-1. Order Processing Points of View (1 of 4)

User Services Rep   **Desktop Environment**   **End Users**

4 • Selects option to Register User.

• Accepts input.

• Enters information to register the user. Calls the user if more information is needed.

• Accepts input

• Submits the registration form.

• Sends registration form to servers to establish a new user account.

4a

•Notifies user that they are now registered. Sends appropriate system introductory materials.

• Reads notification that an account has been created for them and receives "new user" system introductory information.

• Sends one-time password to user in accordance with DAAC policy.

• Recieves one-time password.

5 • Opens the ESST.

• Launches application.

• Enters search criteria based on user's e-mail request. Calls the user if more information is needed.

• Accepts input.

• Submits the search.

• ECS queries all appropriate DAACs and affiliated non-ECS systems.

Figure 4.2.1.3-2. Order Processing Points of View (2 of 4)

User Services Rep

Desktop Environment

End Users

⑥ • Reviews the result set and selects granules to order.

• Returns an integrated result set.

⑦ • Requests a price estimate.

• Obtains and displays price estimate.

⑧ • Contacts user to confirm order (content, quantity, cost, etc.).

• Confirms the order and specifies order details, including which granules to send via ftp pull and which to ship via media.

• Specifies high interest granules for an ftp pull (user designated).

• Accepts input.

• Specifies type of media for other granules.

• Accepts input.

• Specifies UserID to charge for Accounting and Billing.

• Accepts input.

• Submits the order.

• Routes order to server.

⑨

• Verifies that user's account has sufficient funds before processing order; updates available balance to reflect cost of order.

• Views receipt(s).

• Returns order receipt(s) to User Services.

Figure 4.2.1.3-3. Order Processing Points of View (3 of 4)

User Services Rep

Desktop Environment

End Users

• Closes the ESST.

• Terminates the application.

⑨a • The Data Server extracts the file names and path names of the high interest granules and notifies the user when the data is ready for retrieval (ftp pull).

• Receives notification that data is ready for retrieval (ftp pull).

• The CSS Subsystem detects and logs that an authorized user has retrieved the files.

• Retrieves the ordered data from the DAAC's PULL volume.

• Returns to the User Contact Log.

• The User Contact Log becomes the active window.

• Enters search parameters to locate original entry. (See Workflow for parameters)

• Accepts Input.

⑩ • Updates User Contact Log entry to indicate that order is being processed.

• Accepts input.

⑩a

• Statuses the event as **Closed**, selects the "Send Mail" option, and Submits.

• Submits entry to the database and e-mails update to user.

• Receives update indicating that order is being processed, and that the user should contact User Services if additional follow-up is needed.

Figure 4.2.1.3-4. Order Processing Points of View (4 of 4)

This section is continued on the next page.

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4.2.1.4 Workflows

The workflow that follows provides an example of how an order might be processed. Specific circumstances concerning an order, or the user placing the order, may cause the User Services Representative to choose a slightly different path than is represented here. The User Services desktop tools used while processing a user's order allow for flexibility.
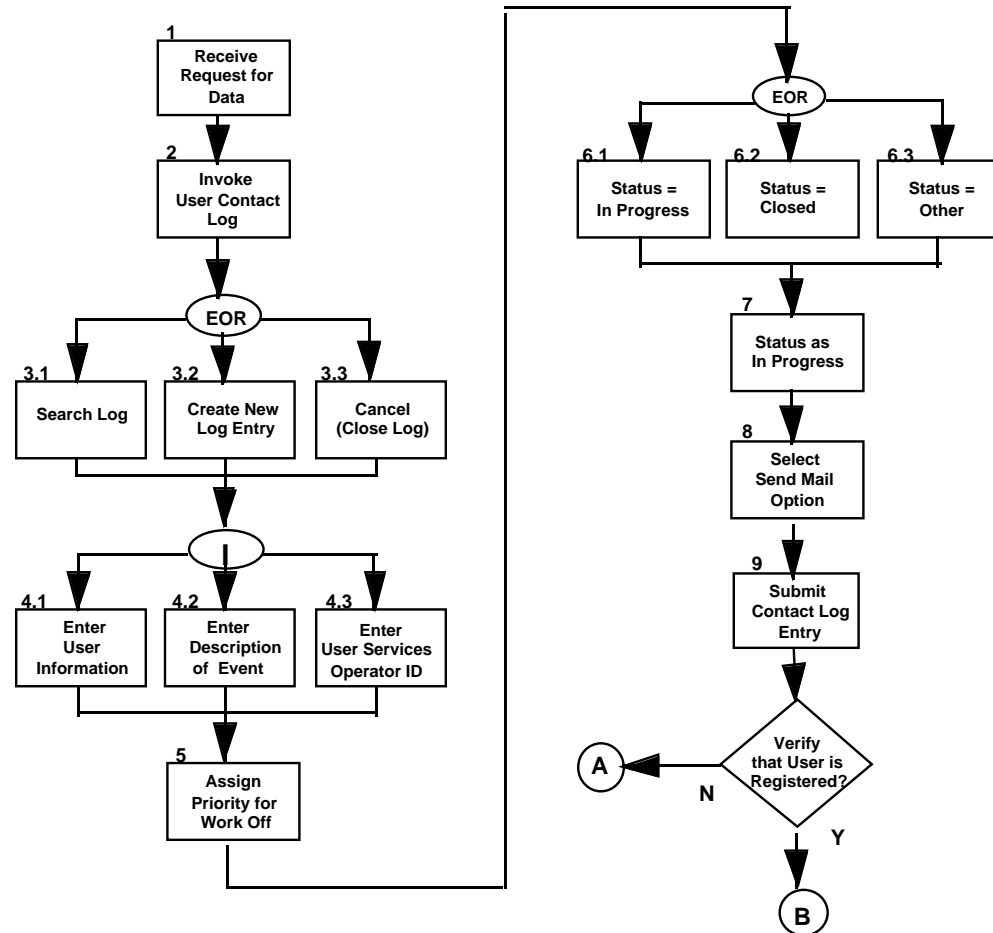
Figure 4.2.1.4-1. Order Processing Workflow (1 of 4)

Table 4.2.1.4-1 Data Activity for User Contact Log - Create Entry

Object Name	Data Element	User Contact Log Activity - Create Entry								
		3.2	4.1	4.2	4.3	5	7	8	9	
MsTtManager	receivingOperator (US Rep)				I					
MsTtManager	enteredTime								D	
MsTtManager	logId	D								
MsTtManager	assignedTo									
MsTtManager	lastModifiedBy									
MsTtManager	modifiedDate									
MsTtManager	logStatus						I			
MsTtManager	shortDescription			I						
MsTtManager	longDescription			I						
MsTtManager	commentLog			I						
MsTtManager	contactName (User's)		I							
MsTtManager	contactId (User's)		I							
MsTtManager	contactPhone (User's)		I							
MsTtManager	contactHomeDAAC (User's)		I							
MsTtManager	contactE-Mail (User's)		I							
MsTtManager	contactOrganization (User's)		I							
MsTtManager	catagory (Priority for Workoff)					I				
MsTtManager	receivedTime	D								
MsTtManager	associatedTTId (Trouble Ticket)									
MsTtManager	createTT (Trouble Ticket)									
MsTtManager	goToTT (Trouble Ticket)									
MsTtManager	ticketStatusHistory									
MsTtManager	sendE-MailToContact (to User)							I		
MsTtManager	referredFromLogId (Another DAAC)			I						
MsTtManager	forwardTo (Another DAAC)									

Figure 4.2.1.4-2. Order Processing Workflow (2 of 4)

Table 4.2.1.4-2a. Data Activity for User registration Tool - Query for Profile

Object Name	Data Element	User Registration Tool Activity - Query for Profile								
		12.1	12.2	12.3	12.4					
UpdateProfile	userID			I						
UpdateProfile	userName	I								
UpdateProfile	accountNumber		I							
UpdateProfile	homeDAAC									
UpdateProfile	telNum									
UpdateProfile	emailAddr				I					

Table 4.2.1.4-2b. Data Activity for User registration Tool - Create User Account

Object Name	Data Element	User Registration Tool Activity - Create User Account								
		15.1	15.2	15.3						
UpdateProfile	userID	D								
UpdateProfile	userName	I								
UpdateProfile	accountNumber	D								
UpdateProfile	homeDAAC	D								
UpdateProfile	telNum	I								
UpdateProfile	emailAddr		I							
UpdateProfile	organization	I								
UpdateProfile	researchField	I								
UpdateProfile	affiliation	I								
UpdateProfile	sponsor	I								
UpdateProfile	projectName	I								
UpdateProfile	mailAddr		I							
UpdateProfile	shipAddr		I							
UpdateProfile	altShiAddr		I							
UpdateProfile	billAddr			I						
UpdateProfile	altBillAddr			I						
UpdateProfile	mediaPref	I								
UpdateProfile	privilegeLevel	D								
UpdateProfile	creationDate	D								
UpdateProfile	expirationDate	D								

C

18.1 Enter Spacial Search Criteria

18.2 Enter Temporal Search Criteria

18.3 Enter Scientific Search Criteria

18.4 Enter Other Search Criteria

19 Submit Search

20 Select Granules to Order

21 Obtain Price Estimate

22 Confirm Order With User

23 Specify High Interest Grans for FTP Pull

24 Specify Media for other Granules

25 Specify User Account to Charge

26 Enter Any Other info and Submit

27 View Receipts from Data Server

28 Close the ESST

D

Figure 4.2.1.4-3 . Order Processing Workflow (3 of 4)

Table 4.2.1.4-3a. Data Activity for Earth Science Search Tool

Object Name	Data Element	Earth Science Search Tool Activity								
		17	18.1	18.2	18.3	18.4				
ESSTQuery	temporalAttributeQuery			I						
ESSTQuery	spatialAttributeQuery		I							
ESSTQuery	scientificAttributeQuery				I					
ESSTQuery	otherAttributeQuery					I				
ESSTQuery	productQuery									
ESSTQuery	serviceQuery									
ESSTQuery	dataCollectionsQuery	I								
ESSTQuery	instrumentsQuery									
ESSTQuery	satellitesQuery									
ESSTQuery	geophysicalParamtersQuery									
ESSTQuery	disciplinesQuery									
ESSTQuery	archiveSitesQuery									
ESSTQuery	glossaryOfTermsQuery									
ESSTQuery	acronymListQuery									
ESSTQuery	textStringQuery									

Table 4.2.1.4-3b. Data Activity for Product Request Tool

Object Name	Data Element	Product Request Tool Activity								
		20	23	24	25	26				
EcOrder	description					I				
EcOrder	media		I	I						
EcOrder	size					D				
EcOrder	granule	I	I	I						
EcOrder	homeDAAC					D				
EcOrder	usrID					D				
EcOrder	usrName					D				
EcOrder	emailAddr					E				
EcOrder	shipAddr					E				
EcOrder	billAddr				E					
EcOrder	GetAll									
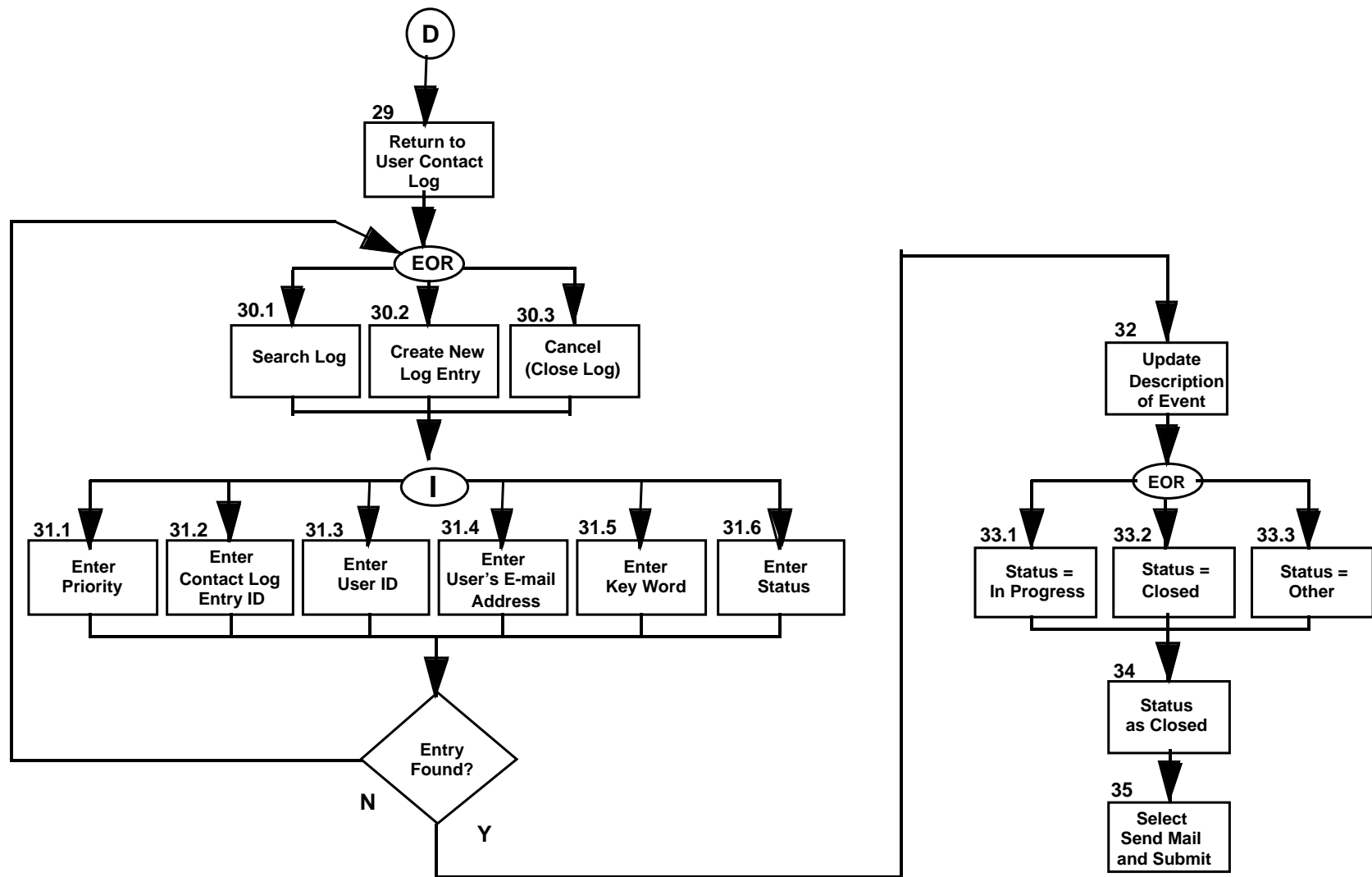
Figure 4.2.1.4-4. Order Processing Workflow (4 of 4)

Table 4.2.1.4-4. Data Activity for User Contact Log - Update Entry

Object Name	Data Element	User Contact Log Activity - Update Entry								
		31.1	31.2	31.3	31.4	31.5	31.6	32	34	35
MsTtManager	receivingOperator (US Rep)									
MsTtManager	enteredTime									D
MsTtManager	logId		I							
MsTtManager	assignedTo									
MsTtManager	lastModifiedBy									I
MsTtManager	modifiedDate									D
MsTtManager	logStatus						I		E	
MsTtManager	shortDescription							E		
MsTtManager	longDescription							E		
MsTtManager	commentLog							E		
MsTtManager	contactName (User's)									
MsTtManager	contactId (User's)			I						
MsTtManager	contactPhone (User's)									
MsTtManager	contactHomeDAAC (User's)									
MsTtManager	contactE-Mail (User's)				I					
MsTtManager	contactOrganization (User's)									
MsTtManager	catagory (Priority for Workoff)	I								
MsTtManager	receivedTime									
MsTtManager	associatedTTId (Trouble Ticket)									
MsTtManager	createTT (Trouble Ticket)									
MsTtManager	goToTT (Trouble Ticket)									
MsTtManager	ticketStatusHistory									
MsTtManager	sendE-MailToContact (to User)									I
MsTtManager	referredFromLogId (Another DAAC)									
MsTtManager	forwardTo (Another DAAC)									
MsTtManager	keyWord					I				

4.2.2 Order Tracking

This Section describes how a User Services Representative tracks an order placed by a user. In the example scenario, the user contacts User Services via e-mail with a request for status on an order previously placed. The User Services Representative tracks the order by interacting with the tools found on the User Services desktop. The specific order of activities may vary, due to Operator preference or local DAAC policy, but the elements comprising the event/work flow will be the same whenever an order is tracked.

4.2.2.1 Scenario Description

In this scenario, User Services receives a mail message from a User who wants to know the status of an order that they previously placed. The User Services Representative (US Rep) creates a User Contact Log entry, into which s/he records that a request for order status was received from the user. The US Rep then assigns the entry a "priority for processing," selects the "send mail" option (which generates a message to the user acknowledging that their order status request has been received), and statuses the entry as "in-progress."

The US Rep next looks up the requester's User Profile to verify that the person is a registered user. After authenticating the user, the US Rep launches the Order Tracking Tool and enters search criteria to locate the order for which status was requested. The user does not know the order number, but provides a general description of the order and the approximate date that the order was placed. The US Rep uses the User ID and a date range (between "X" and "Y" dates) to locate the order.

The Order Tracking Tool returns a list of orders for the user that fall within the date range specified. The US Rep decides to save the results list as a file. S/he then locates the user's original e-mail message, formulates a reply, attaches the order status results list file to the e-mail reply, and sends it to the user. S/he then returns to the User Contact Log and retrieves the entry into which the request for order status was originally logged. The US Rep updates the entry to show that the requested order status was provided to the user, statuses the event as "closed," selects the "send mail" option, and submits the entry. The log sends an e-mail message to the user informing them that information regarding the status of their order was provided via e-mail, and asks them to call User Services if additional follow-up is needed.

Note: Because the User Services Representative uses the User Contact Log so frequently, this scenario envisions that once it is launched, the US Rep is likely to keep the log open during an entire shift/working session. Thus, the scenario does not close the Log. When needed, it is anticipated that the US Rep will click an icon to redisplay the Contact Log window or click the already open window to activate it.

Note: In this scenario, the US Rep chooses to save the Order Tracking Tool results as a file and attaches the file to the e-mail message reply. The US REP could also have cut & pasted the results directly into the e-mail message.

Scenario Assumptions

- The user is already registered.
- The user does not know the order number, but provides a date range for when the order was placed.
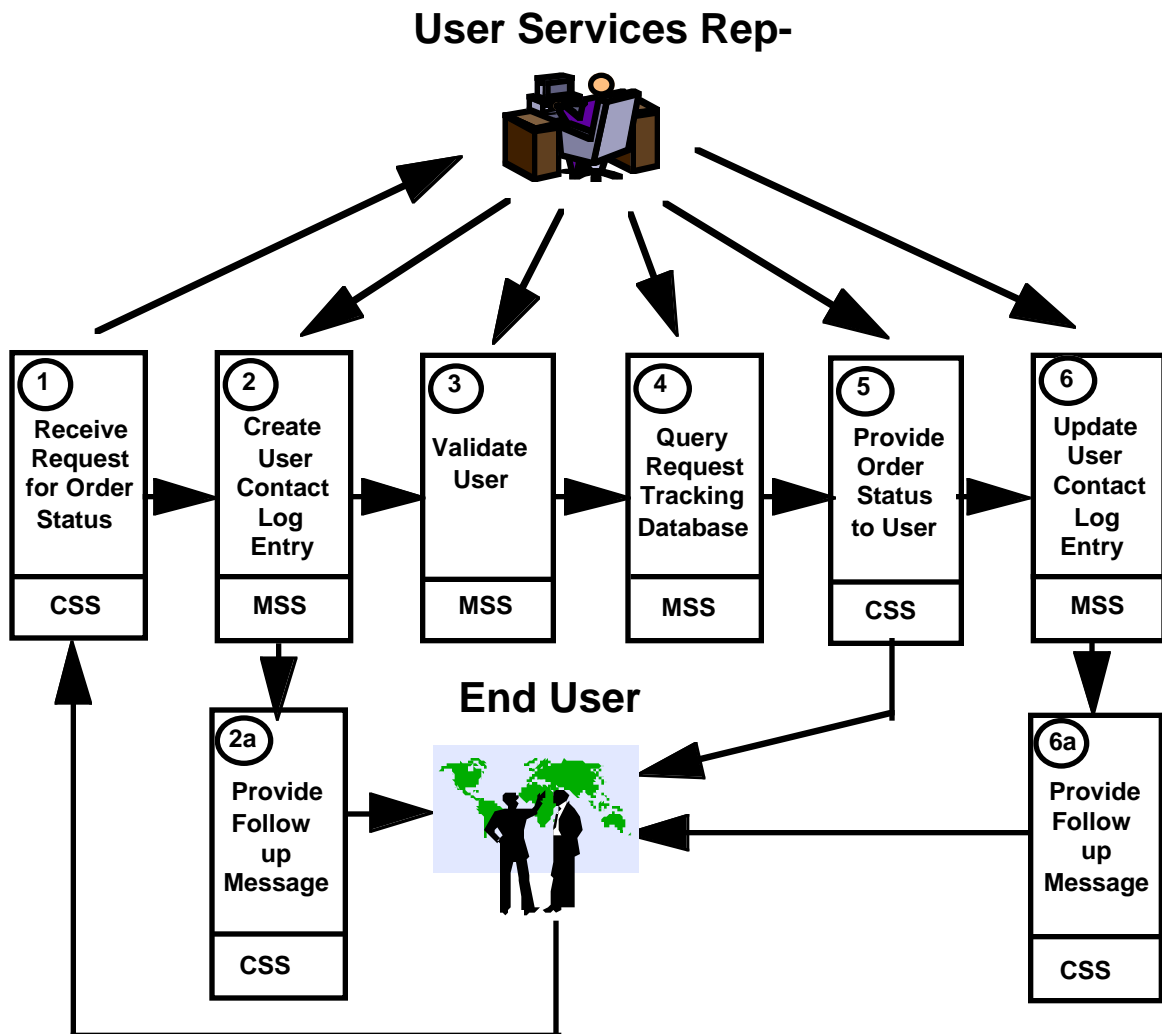
User Services Rep-

Figure 4.2.2.1-1. Order Tracking Functional Flow

4.2.2.2 User Services Representative Roles

The roles and responsibilities of the User Services Representative are defined in DID 607. Those responsibilities listed in DID 607 which apply directly to this scenario are given below.

- Assist users to determine the status of orders they have placed.

4.2.2.3 Detailed Points of View

The Detailed Points of View that follows describes order tracking as viewed by User Services Representatives, the ECS System via the desktop environment, and the User. Both human and machine interactions are briefly described. The tables reflect one example of how an order might be tracked.

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User Services Rep

Desktop Environment

End User

① • Receives user's request.

• Invokes the User Contact Log.

② • Creates a new log entry and enters notes regarding the user's order status query.

• Assigns Priority for work off and statuses as **In Progress**.

• Selects "Send Mail" option and Submits the entry.

• Invokes Registration Manager.

• Enters search parameter to find user's profile. (See Workflow for parameters.)

• Submits the search.

③ • Views user's profile information and verifies that is a valid user.

• Forwards user's e-mail request to User Services

• Launches the User Contact Log.

• Accepts input.

• Accepts input.

②ₐ
• Logs entry to the database and notifies user of request receipt.

• Launches interface to User Profile database.

• Accepts input.

• User Profile database application queries the database.

• Returns user profile.

• Sends e-mail message to User Services requesting to know the status of an order.

• Receives message that request for order status has been received by User Services.

Figure 4.2.2.3-1. Order Tracking Points of View (1 of 3)

User Services Rep

Desktop Environment

End Users

4
- Invokes the Request Tracking Tool.

- Launches interface to Order Tracking Log.

- Enters search criteria to locate user's active orders. (See Workflow for parameters.)

- Accepts input.

- Submits the search.

- The Tracking interface queries the Request Tracking Log.

- Views the list of active orders.

- Returns a list of the user's active orders to User Services.

- Selects: Save Results.

- Saves the results to specified location.

- Closes the Request Tracking Tool.

- Terminates the application.

- Switches to e-mail and locates original mail message from user.

- Locates and displays original e-mail message.

5
- Replies to e-mail message and attaches the file containing user's order status information.

- Attaches file with order status information to mail message.

- Sends the e-mail message with attachment.

- Forwards the e-mail message with attachment to the user.

- Receives e-mail message and opens attachment containing details of order status.

- Returns to the User Contact Log.

Figure 4.2.2.3-2. Order Tracking Points of View (2 of 3)

User Services Rep

Desktop Environment

End Users

- Returns to the User Contact Log.

- User Contact Log becomes the active window.

- Enters search parameters to locate original entry. (See Workflow for parameters.)

- Locates and displays original User Contact Log entry.

6
- Updates User Contact Log entry to indicate that order status has been mailed to the user.

- Accepts input.

6a

- Selects "Send Mail" option, statuses the event as Closed and Submits.

- Submits entry to the database and e-mails update to user.

- Receives update saying that order status has been e-mailed to the user and that user should contact User Services if additional follow-up is needed.

Figure 4.2.2.3-3. Order Tracking Points of View (3 of 3)

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4.2.2.4 Workflows

The workflow that follows provides an example of how an order might tracked. Specific circumstances concerning an order, or the user placing the order, may cause the User Services Representative to choose a slightly different path than is represented here. The User Services desktop tools used while tracking a user's order allow for flexibility.
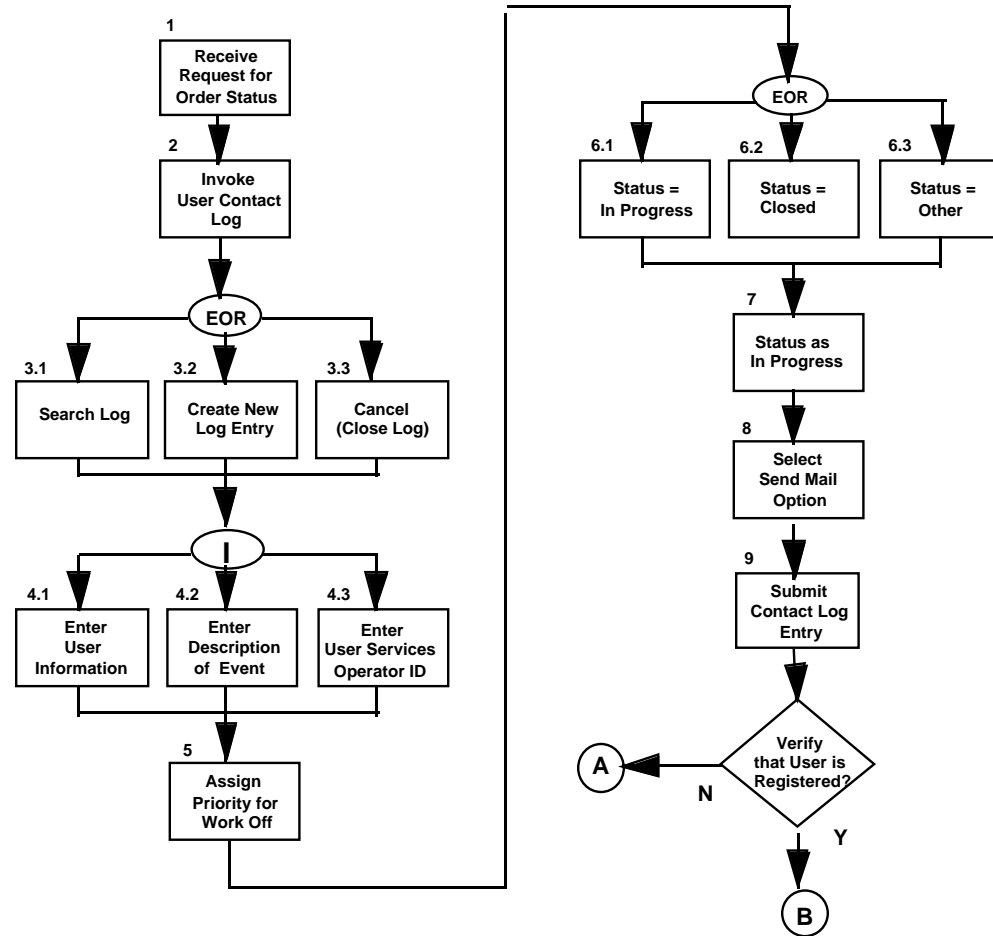
Figure 4.2.2.4-1. Order Tracking Workflow (1 of 4)

Table 4.2.2.4-1. Data Activity for User Contact Log - Create Entry

Object Name	Data Element	User Contact Log Activity - Create Entry								
		3.2	4.1	4.2	4.3	5	7	8	9	
MsTtManager	receivingOperator (US Rep)				I					
MsTtManager	enteredTime								D	
MsTtManager	logId	D								
MsTtManager	assignedTo									
MsTtManager	lastModifiedBy									
MsTtManager	modifiedDate									
MsTtManager	logStatus						I			
MsTtManager	shortDescription			I						
MsTtManager	longDescription			I						
MsTtManager	commentLog			I						
MsTtManager	contactName (User's)		I							
MsTtManager	contactId (User's)		I							
MsTtManager	contactPhone (User's)		I							
MsTtManager	contactHomeDAAC (User's)		I							
MsTtManager	contactE-Mail (User's)		I							
MsTtManager	contactOrganization (User's)		I							
MsTtManager	catagory (Priority for Workoff)					I				
MsTtManager	receivedTime	D								
MsTtManager	associatedTTId (Trouble Ticket)									
MsTtManager	createTT (Trouble Ticket)									
MsTtManager	goToTT (Trouble Ticket)									
MsTtManager	ticketStatusHistory									
MsTtManager	sendE-MailToContact (to User)							I		
MsTtManager	referredFromLogId (Another DAAC)			I						
MsTtManager	forwardTo (Another DAAC)									

Figure 4.2.2.4-2. Order Tracking Workflow (2 of 4)

Table 4.2.2.4-2. Data Activity for User registration Tool - Query for Profile

Object Name	Data Element	User Registration Tool Activity - Query for Profile								
		12.1	12.2	12.3	12.4					
UpdateProfile	userID			I						
UpdateProfile	userName	I								
UpdateProfile	accountNumber		I							
UpdateProfile	homeDAAC									
UpdateProfile	telNum									
UpdateProfile	emailAddr				I					

C

I

18.1 Enter Order ID

18.2 Enter User ID

18.3 Enter Sort by Status

18.4 Enter Sort By Order Date

18.5 Enter Sort by Format

18.6 Enter Sort by Media Type

18.7 Enter Sort by Description

19 Submit Search

20 Select Save Results

21 Close Request Tracking Tool

22 Select Mail Application

23 Locate Original E-mail from User

24 Enter Reply & Attach Order Status Results

25 Send Reply & Attachment to User

D

Figure 4.2.2.4-3. Order Tracking Workflow (3 of 4)

Table 4.2.2.4-3. Data Activities for Request Tracking Tool

Object Name	Data Element	Request Tracking Tool Activity								
		18.1	18.2	18.3	18.4	18.5	18.6	18.7	19	
Main GUI										
MsAcTrackingUI	userIDQuery		I							
MsAcTrackingUI	requestIdQuery									
MsAcTrackingUI	orderIdQuery	I								
MsAcTrackingUI	searchString									
MsAcTrackingUI	sortBy = OrderDate				I					
MsAcTrackingUI	sortBy = OrderStatus			I						
MsAcTrackingUI	sortBy = Dscription							I		
MsAcTrackingDB	requestID									
Order Files GUI										
MsAcTrackingDB	requestId									
MsAcTrackingDB	granuleList									
MsAcTrackingDB	state									
MsAcTrackingDB	shipDateTime									
MsAcTrackingUI	sortBy = Media						I			
MsAcTrackingUI	sortBy = Format					I				
MsAcTrackingUI	sortBy = Status			I						

D

26
Return to
User Contact
Log

EOR

27.1
Search Log

27.2
Create New
Log Entry

27.3
Cancel
(Close Log)

I

28.1
Enter
Priority

28.2
Enter
Contact Log
Entry ID

28.3
Enter
User ID

28.4
Enter
User's E-mail
Address

28.5
Enter
Key Word

28.6
Enter
Status

Entry
Found?

N

Y

29
Update
Description
of Event

EOR

30.1
Status =
In Progress

30.2
Status =
Closed

30.3
Status =
Other

31
Select
Send Mail

32
Status as
Closed and
Submit

Figure 4.2.2.4-4 . Order Tracking Workflow (4 of 4)

Table 4.2.2.4-4. Data Activity for User Contact Log - Update Entry

Object Name	Data Element	User Contact Log Activity - Update Entry								
		28.1	28.2	28.3	28.4	28.5	28.6	29	31	32
MsTtManager	receivingOperator (US Rep)									
MsTtManager	enteredTime									D
MsTtManager	logId		I							
MsTtManager	assignedTo									
MsTtManager	lastModifiedBy									I
MsTtManager	modifiedDate									D
MsTtManager	logStatus						I			E
MsTtManager	shortDescription							E		
MsTtManager	longDescription							E		
MsTtManager	commentLog							E		
MsTtManager	contactName (User's)									
MsTtManager	contactId (User's)			I						
MsTtManager	contactPhone (User's)									
MsTtManager	contactHomeDAAC (User's)									
MsTtManager	contactE-Mail (User's)				I					
MsTtManager	contactOrganization (User's)									
MsTtManager	catagory (Priority for Workoff)	I								
MsTtManager	receivedTime									
MsTtManager	associatedTTId (Trouble Ticket)									
MsTtManager	createTT (Trouble Ticket)									
MsTtManager	goToTT (Trouble Ticket)									
MsTtManager	ticketStatusHistory									
MsTtManager	sendE-MailToContact (to User)								I	
MsTtManager	referredFromLogId (Another DAAC)									
MsTtManager	forwardTo (Another DAAC)									
MsTtManager	keyWord					I				

4.2.3 Cross-DAAC Tracking

This Section describes how User Services would track and cancel an order when requests comprising the order are being processed on data servers located at more than one DAAC.   In the example scenario, the user contacts User Services via e-mail with a request to cancel an order. The User Services Representatives track and cancel the order by interacting with the tools found on the User Services desktop. The specific order of activities may vary, due to Operator preference or local DAAC policy.

4.2.3.1 Scenario Description

In this scenario, User Services receives a mail message from a User who wants to cancel an order that they previously placed. The User Services Representative (US Rep) at the user's Home DAAC creates a User Contact Log entry, into which s/he records that a request for order cancellation has been received from the user. The US Rep then assigns the entry a "priority for work off," statuses the entry as "in-progress," and selects the "send mail" option (which generates a message to the user acknowledging that their order cancellation request has been received).

The US Rep next looks up the requester's User Profile to verify that the person is who they claim to be. After authenticating the user, the US Rep launches the Request Tracking Tool and enters the Order ID, which was provided by the user in the e-mail message, to determine the status of the order that the user requested be canceled. In this scenario, the order has been separated into several requests that are being processed at two different DAACs. The Request Tracking Tool indicates that the requests have not yet been processed and can be canceled.

The US Rep then locates the user's original e-mail message, formulates a forwarding message which includes the User's UserID and phone number, and forwards the user's cancellation request to User Services at the other DAAC(s) where parts of the order are located. The US Rep at the Home DAAC does not include the Request Tracking Tool information in the message forwarded to the other DAAC(s), because the status of the order could change between the time the US Rep at the Home DAAC looks the order up and the time that the US REP at the other DAAC is able to act on the user's request. It is assumed that, when the US Rep at the other DAAC is ready to cancel the order, s/he will look up the order to get the latest status.

After forwarding the user's cancellation request to the other affected DAAC(s), the US Rep at the Home DAAC invokes the Science Data Server GUI and accesses the queued requests.* S/he then identifies the requests associated with the order that is being canceled and submits the cancellation. The Science Data Server cancels the identified requests and sends a confirmation of cancellation to the US Rep. The funds that were allocated to the parts of the order (requests) that were canceled are restored to the user's available balance.

Once cancellation is complete, the US Rep at the Home DAAC returns to the User Contact Log and retrieves the entry into which the user's request to cancel an order was originally logged. The US Rep updates the entry to show that the parts of the order located at the Home DAAC have been canceled. The US Rep notes that part of the order is being processed at "X" DAAC, and that the user's order cancellation request has been forwarded to that DAAC. S/he then statuses the event as "closed," selects the "send mail" option, and submits the entry. The log sends an e-mail update to the user, and asks them to call User Services if additional follow-up is needed.   Having closed out the entry in the User Contact Log, the US Rep at the home DAAC should not require any further interaction with the user regarding this order.

In the meantime, at the "Other DAAC" the US Rep reads the user's original e-mail message, and the forwarding information provided by the home DAAC's US Rep (including the user's UserID and the home DAACs User Contact Log entry number for backward referencing). The US Rep then opens a new User Contact Log entry into which the referral will be recorded. After submitting the User Contact Log entry, the US Rep invokes the Request Tracking Tool and enters the Order ID, which was provided in the user's e-mail message, to determine the current status of the order requests being processed at that site. The Request Tracking Tool indicates that the order requests have not yet been processed and can be canceled.

The US Rep then invokes the Science Data Server GUI and accesses the queued requests.* S/he identifies the requests to be canceled and submits. The Science Data Server cancels the identified requests and sends a confirmation of cancellation to the US Rep. The funds that were allocated to the parts of the order (requests) that were canceled are restored to the user's available balance.

Once cancellation is complete, the US Rep returns to the User Contact Log and retrieves the entry into which the cancellation referral was originally logged. The US Rep updates the entry to show that the parts of the order located at "X" DAAC have been canceled. S/he then statuses the event as "closed," selects the "send mail" option, and submits the entry. The log sends an e-mail update to the user, and asks them to call User Services if additional follow-up is needed.

*Note: This scenario presumes that the User Services Representative will have access to the Science Data Server GUI and be able to cancel order requests. However, local DAAC policy may limit access to the Science Data Server GUI to the DAAC Ingest/ Distribution Technician, requiring the Ingest/Distribution Technician to cancel requests comprising an order. If the US Rep cannot cancel the requests themselves, they will contact the person who can and provide appropriate information.

Scenario Assumptions

- The user is already registered.

- The cancellation request is received via e-mail

- The user knows his/her order number.

- The requests comprising the order are being processed at more than one DAAC.

- There is not one common User Contact Log; each DAAC has a log for that DAAC only.

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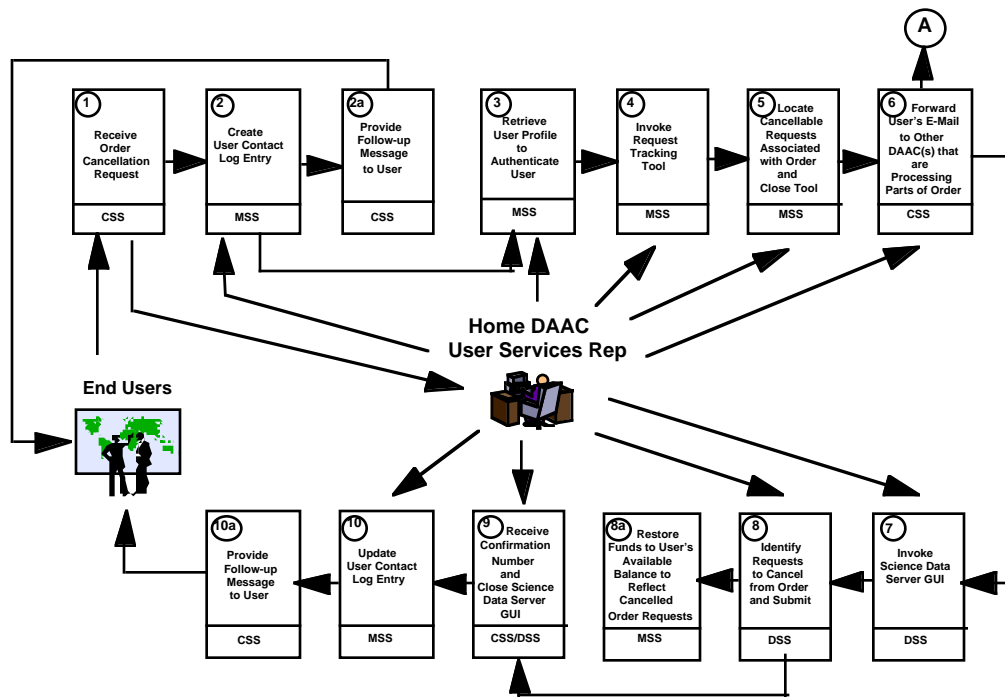
Figure 4.2.3.1-1. Cross-DAAC Tracking Functional Flow (1 of 2)
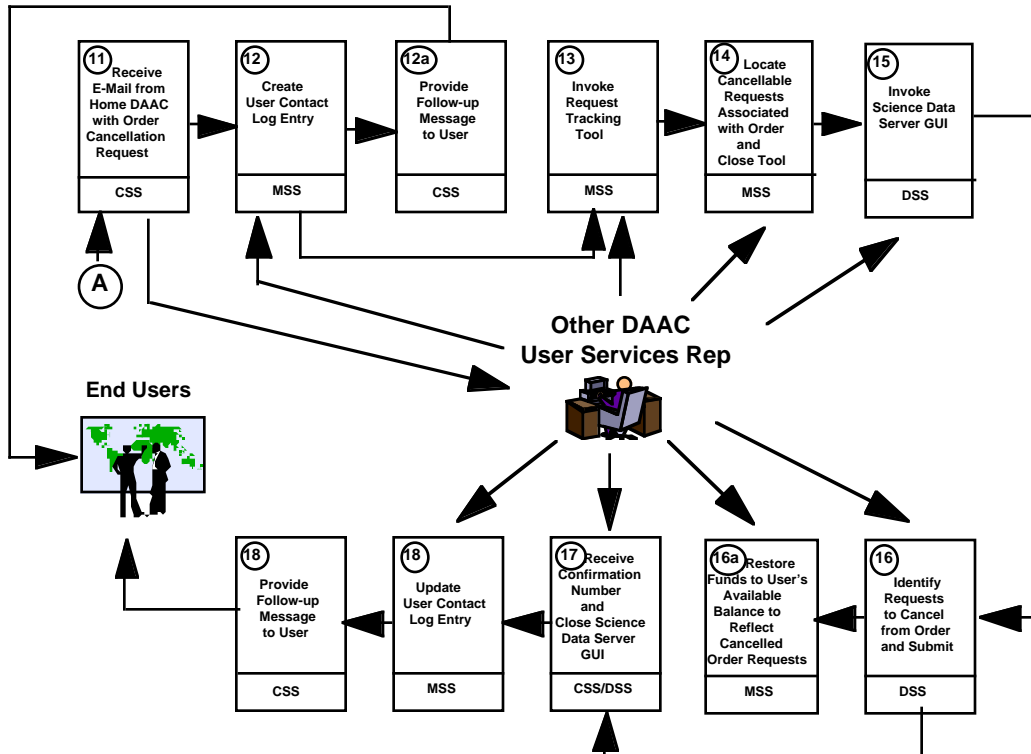
Figure 4.2.3.1-2. Cross-DAAC Tracking Functional Flow (2 of 2)

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4.2.3.2 User Services Representative Roles

The roles and responsibilities of the User Services Representative are defined in DID 607. Those responsibilities listed in DID 607 which apply directly to this scenario are given below.

• Provide users with information on the status of their order. (Includes helping to cancel an order for a user.)

4.2.3.3 Detailed Points of View

The Detailed Points of View that follows describes order tracking and cancellation as viewed by User Services Representatives, the ECS System via the desktop environment, and the User. Both human and machine interactions are briefly described. The tables reflect one example of how an order might be tracked and canceled.

Figure 4.2.3.3-1. Cross-DAAC Tracking Points of View (1 of 6)

User Services Rep Other DAAC

User Services Rep Home DAAC

Desktop Environment

End Users

4
- Invokes the Request Tracking Tool.

- Enters order ID provided by the user and enters sort options.

- Submits the search.

5
- Views the search results to find the status of order requests, and determines on which Data Servers cancellable requests are located. Notes which requests are being processed at other DAAC(s).

- Closes the Request Tracking Tool.

- Switches to e-mail and locates original mail message from user.

6
- Forwards user's e-mail with order cancellation request to other DAAC(s) were cancellable requests are being processed. Explains that user has already been authenticated, and provides UserID

11
- Receives e-mail with order cancellation request.

- Launches interface to Request Tracking Log.

- Accepts input.

- The Request Tracking interface queries the Request Tracking Log.

- Returns search results for the Order ID entered.

- Terminates the application.

- Locates and displays original e-mail message.

- Forwards order cancellation request to other DAAC.

- Notifies User Services of e-mail.

Figure 4.2.3.3-2. Cross-DAAC Tracking Points of View (2 of 6)

User Services Rep Other DAAC

User Services Rep Home DAAC

Desktop Environment

End Users

7
- Invokes the Science Data Server GUI.

- Accesses queued requests .

8
- Identifies requests to be cancelled.

- Submits cancellation.

9
- Receives confirmation number for order cancellation.

- Closes the Science Data Server GUI.

- Returns to the User Contact Log.

- Enters search parameters to locate original entry. (See Workflow for parameters.)

10
- Updates User Contact Log entry to indicate that Home DAAC's part of the order has been cancelled.

- Launches application.

- Displays request queue.

- Accepts Input.

- Cancels identified requests.

8a
- Increases user's available balance in User Profile by amount of cancelled requests.

- Sends confirmation of order cancellation.

- Terminates the application.

- User Contact Log becomes the active window.

- Locates and displays original User Contact Log entry.

- Accepts input.

Figure 4.2.3.3-3. Cross-DAAC Tracking Points of View (3 of 6)

Figure 4.2.3.3-4

User Services Rep Other DAAC	User Services Rep Home DAAC	Desktop Environment	End Users
	• Explains that the user's e-mail message has been forwarded to other DAAC(s) where parts of the order are being processed. • Selects "Send Mail" option, statuses the event as **Closed** and Submits.	• Accepts input. (10a) • Logs entry to the database and e-mails update to user. Update includes confirmation number(s) for requests cancelled at that DAAC. • Launches the User Contact Log.	• Receives update with cancellation confirmation for requests cancelled at the home DAAC. User is told to expect confirmation from other DAAC(s) for other requests associated with the order and to contact User Services if additional follow-up is needed.
• Invokes the User Contact Log. (12) Creates a new log entry and enters notes regarding the user's order cancellation request. • Assigns Priority for work off and statuses as **In Progress**. • Selects "Send Mail" option and Submits the entry. (13) Opens the Request Tracking Tool. • Enters order ID provided by the user and enters sort options. • Submits the search.		• Accepts input. • Accepts input. (12a) Logs entry to the database and notifies user of request receipt. • Launches interface to Request Tracking Log. • Accepts input. • The Request Tracking interface queries the Request Tracking Log.	• Receives message that e-mail request to cancel an order has been received from the user's Home DAAC.

Figure 4.2.3.3-4. Cross-DAAC Tracking Points of View (4 of 6)

Figure 4.2.3.3-5

User Services Rep Other DAAC	User Services Rep Home DAAC	Desktop Environment	End Users
• Submits the search. (14) Views the search results to find the status of order requests, and determines on which Data Servers cancellable requests are located. (15) Closes the Request Tracking Tool. • Invokes the Science Data Server GUI. • Accesses queued requests . (16) • Identifies requests to be cancelled. • Submits cancellation. (17) Receives confirmation number for order cancellation. • Closes the Science Data Server GUI.		• Returns search results for the Order ID entered. • Terminates the application. • Launches application. • Displays request queue. • Accepts Input. (16a) Cancels identified requests. • Increases user's available balance in User Profile by amount of cancelled requests. • Sends confirmation of order cancellation. • Terminates the application.	

Figure 4.2.3.3-5. Cross-DAAC Tracking Points of View (5 of 6)

User Services Rep Other DAAC	User Services Rep Home DAAC	Desktop Environment	End Users
• Returns to the User Contact Log.		• User Contact Log becomes the active window.	
• Enters search parameters to locate original entry. (See Workflow for parameters.)		• Locates and displays original User Contact Log entry.	
(18) • Updates User Contact Log entry to indicate that Home DAAC's part of the order has been cancelled.		•Accepts input.	
• Selects "Send Mail" option, statuses the event as <u>Closed</u> and Submits.		(18a) •Logs entry to the database and e-mails update to user. Update includes confirmation number(s) for requests cancelled at that DAAC.	• Receives update with cancellation confirmation for requests cancelled at the that DAAC. User is told to contact User Services if additional follow-up is needed.

Figure 4.2.3.3-6. Cross-DAAC Tracking Points of View (6 of 6)

4.2.3.4 Workflows

The workflow that follows provides an example of how an order might tracked and canceled. Specific circumstances concerning an order cancellation, or the user placing the order, may cause the User Services Representative to choose a slightly different path than is represented here. The User Services desktop tools allow for flexibility.

This section is continued on the next page.

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1
Receive
Request to
Cancel Order

2
Invoke
User Contact
Log

EOR

3.1
Search Log

3.2
Create New
Log Entry

3.3
Cancel
(Close Log)

I

4.1
Enter
User
Information

4.2
Enter
Description
of Event

4.3
Enter
User Services
Operator ID

5
Assign
Priority for
Work Off

EOR

6.1
Status =
In Progress

6.2
Status =
Closed

6.3
Status =
Other

7
Status as
In Progress

8
Select
Send Mail
Option

9
Submit
Contact Log
Entry

Verify
that User is
Registered?

A

N

Y

B

Figure 4.2.3.4-1. Cross-DAAC Tracking Workflow (1 of 8)

Table 4.2.3.4-1. Data Activity for User Contact Log - Create Entry

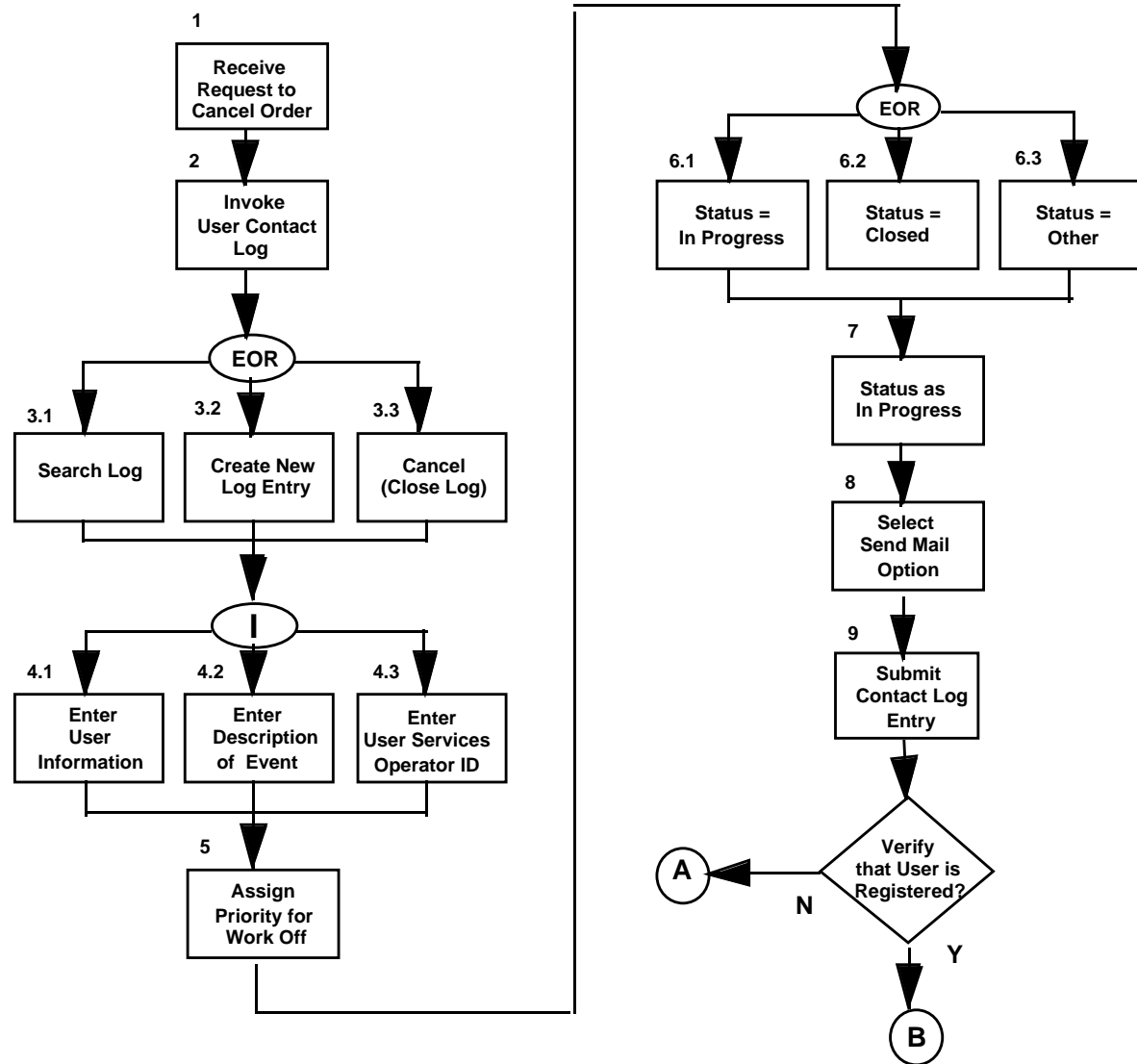| Object Name	Data Element	User Contact Log Activity - Create Entry								
		3.2	4.1	4.2	4.3	5	7	8	9	
MsTtManager	receivingOperator (US Rep)				I					
MsTtManager	enteredTime							D		
MsTtManager	logId	D								
MsTtManager	assignedTo									
MsTtManager	lastModifiedBy									
MsTtManager	modifiedDate									
MsTtManager	logStatus						I			
MsTtManager	shortDescription			I						
MsTtManager	longDescription			I						
MsTtManager	commentLog			I						
MsTtManager	contactName (User's)		I							
MsTtManager	contactId (User's)		I							
MsTtManager	contactPhone (User's)		I							
MsTtManager	contactHomeDAAC (User's)		I							
MsTtManager	contactE-Mail (User's)		I							
MsTtManager	contactOrganization (User's)		I							
MsTtManager	catagory (Priority for Workoff)					I				
MsTtManager	receivedTime	D								
MsTtManager	associatedTTId (Trouble Ticket)									
MsTtManager	createTT (Trouble Ticket)									
MsTtManager	goToTT (Trouble Ticket)									
MsTtManager	ticketStatusHistory									
MsTtManager	sendE-MailToContact (to User)							I		
MsTtManager	referredFromLogId (Another DAAC)			I						
MsTtManager	forwardTo (Another DAAC)									

Figure 4.2.3.4-2. Cross-DAAC Tracking Workflow (2 of 8)

Table 4.2.3.4-2. Data Activity for User registration Tool - Query for Profile

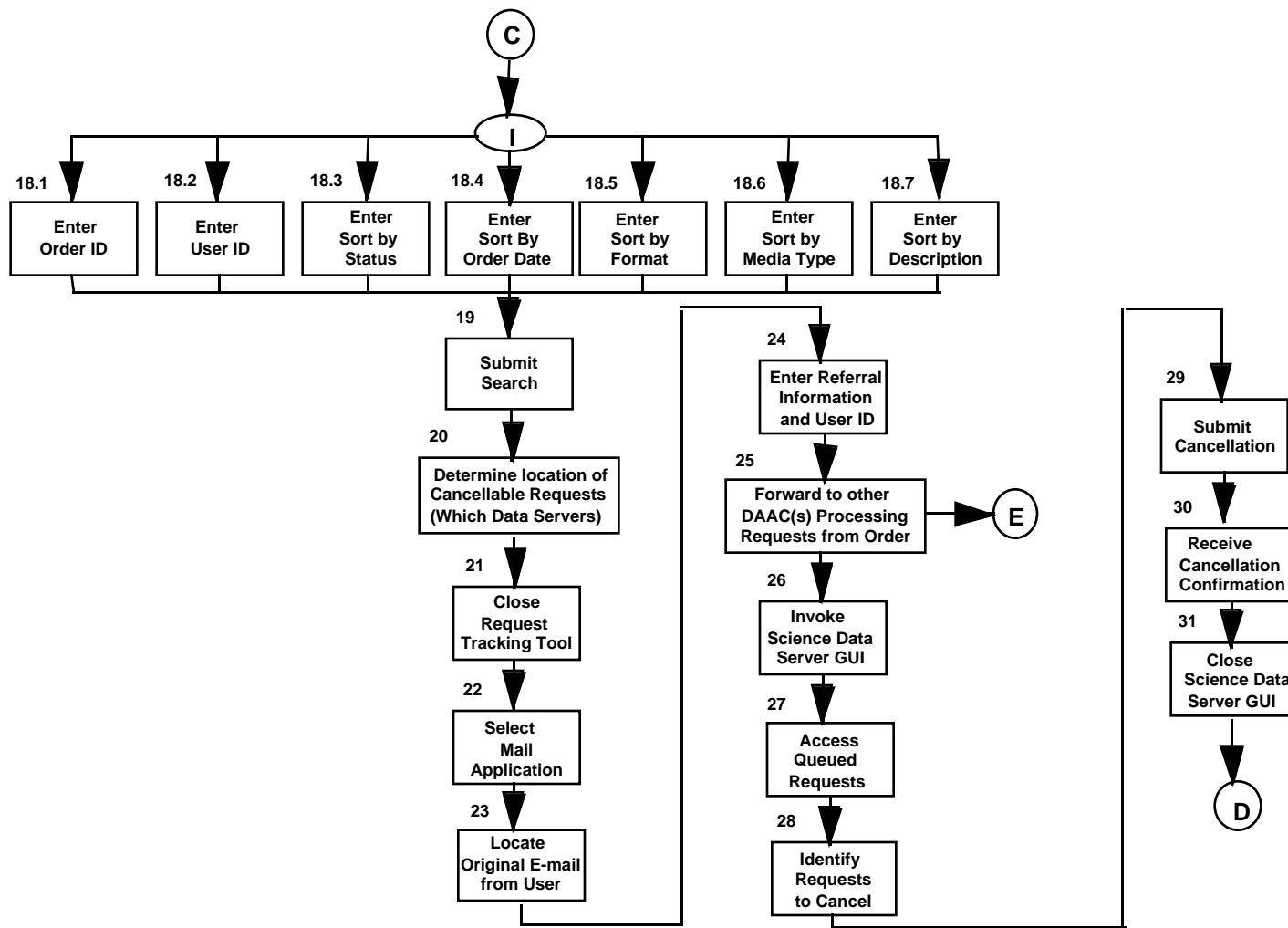| Object Name	Data Element	User Registration Tool Activity - Query for Profile								
		12.1	12.2	12.3	12.4					
UpdateProfile	userID			I						
UpdateProfile	userName	I								
UpdateProfile	accountNumber		I							
UpdateProfile	homeDAAC									
UpdateProfile	telNum									
UpdateProfile	emailAddr				I					

Figure 4.2.3.4-3 . Cross-DAAC Tracking Workflow (3 of 8)

Table 4.2.3.4-3a. Data Activity for Request Tracking Tool

Object Name	Data Element	Request Tracking Tool Activity								
		18.1	18.2	18.3	18.4	18.5	18.6	18.7	19	
Main GUI										
MsAcTrackingUI	userIDQuery		I							
MsAcTrackingUI	requestIdQuery									
MsAcTrackingUI	orderIdQuery	I								
MsAcTrackingUI	sortBy = OrderDate				I					
MsAcTrackingUI	sortBy = OrderStatus			I						
MsAcTrackingUI	sortBy = Dscription							I		
MsAcTrackingDB	requestID									
Order Files GUI										
MsAcTrackingDB	granuleList									
MsAcTrackingDB	state									
MsAcTrackingDB	shipDateTime									
MsAcTrackingUI	sortBy = Media						I			
MsAcTrackingUI	sortBy = Format					I				
MsAcTrackingUI	sortBy = Status			I						

Table 4.2.3.4-3b. Data Activity for Data Server Interface - Cancel a Request

Object Name	Data Element	Data Server Interface Activity - Cancel a Request								
		26	27	28	29					
DsGuAdmin	dataServerOption	I								
DsGuAdmin	storageRequestMgmtOption	I								
DsAdRequestInterface	dateTimeReceived									
DsAdRequestInterface	requestId			I						
DsAdRequestInterface	clientId (user's ID)		I							
DsAdRequestInterface	currentStatus									
DsAdRequestInterface	priority									
DsAdRequestInterface	filter = All (all requests)									
DsAdRequestInterface	filter = Queued Requests		I							
DsAdRequestInterface	filter = Active Requests									
DsAdRequestInterface	option = Change Priority of Request									
DsAdRequestInterface	option = Terminate Selected Request			I						

D

32
Return to
User Contact
Log

EOR

33.1
Search Log

33.2
Create New
Log Entry

33.3
Cancel
(Close Log)

I

34.1
Enter
Priority

34.2
Enter
Contact Log
Entry ID

34.3
Enter
User ID

34.4
Enter
User's E-mail
Address

34.5
Enter
Key Word

34.6
Enter
Status

Entry
Found?

N

Y

35
Update
Description
of Event

EOR

36.1
Status =
In Progress

36.2
Status =
Closed

36.3
Status =
Other

37
Status
as Closed

38
Select
Send Mail
and Submit

Figure 4.2.3.4-4. Cross-DAAC Tracking Workflow (4 of 8)

Table 4.2.3.4-4. Data Activity for User Contact Log - Update Entry

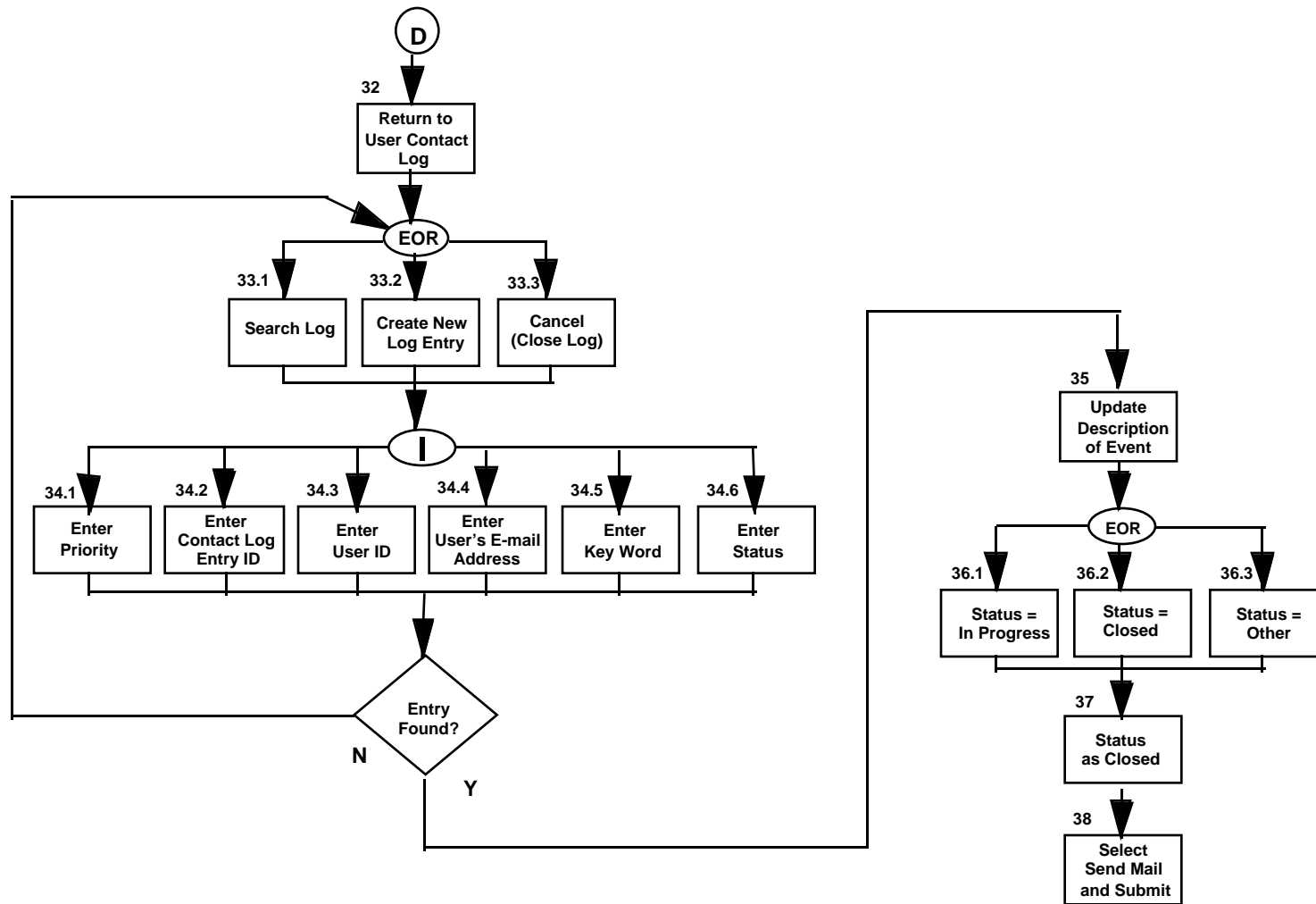| Object Name	Data Element	User Contact Log Activity - Update Entry								
		34.1	34.2	34.3	34.4	34.5	34.6	35	37	38
MsTtManager	receivingOperator (US Rep)									
MsTtManager	enteredTime									D
MsTtManager	logId		I							
MsTtManager	assignedTo									
MsTtManager	lastModifiedBy									I
MsTtManager	modifiedDate									D
MsTtManager	logStatus						I		E	
MsTtManager	shortDescription							E		
MsTtManager	longDescription							E		
MsTtManager	commentLog							E		
MsTtManager	contactName (User's)									
MsTtManager	contactId (User's)			I						
MsTtManager	contactPhone (User's)									
MsTtManager	contactHomeDAAC (User's)									
MsTtManager	contactE-Mail (User's)				I					
MsTtManager	contactOrganization (User's)									
MsTtManager	catagory (Priority for Workoff)	I								
MsTtManager	receivedTime									
MsTtManager	associatedTTId (Trouble Ticket)									
MsTtManager	createTT (Trouble Ticket)									
MsTtManager	goToTT (Trouble Ticket)									
MsTtManager	ticketStatusHistory									
MsTtManager	sendE-MailToContact (to User)									I
MsTtManager	referredFromLogId (Another DAAC)									
MsTtManager	forwardTo (Another DAAC)									
MsTtManager	keyWord					I				

Figure 4.2.3.4-5. Cross-DAAC Tracking Workflow (5 of 8)

Table 4.2.3.4-5. Data Activity for User Contact Log - Create Entry

Object Name	Data Element	User Contact Log Activity - Create Entry								
		3.2	4.1	4.2	4.3	5	7	8	9	
MsTtManager	receivingOperator (US Rep)				I					
MsTtManager	enteredTime								D	
MsTtManager	logId	D								
MsTtManager	assignedTo									
MsTtManager	lastModifiedBy									
MsTtManager	modifiedDate									
MsTtManager	logStatus						I			
MsTtManager	shortDescription			I						
MsTtManager	longDescription			I						
MsTtManager	commentLog			I						
MsTtManager	contactName (User's)		I							
MsTtManager	contactId (User's)		I							
MsTtManager	contactPhone (User's)		I							
MsTtManager	contactHomeDAAC (User's)		I							
MsTtManager	contactE-Mail (User's)		I							
MsTtManager	contactOrganization (User's)		I							
MsTtManager	catagory (Priority for Workoff)					I				
MsTtManager	receivedTime	D								
MsTtManager	associatedTTId (Trouble Ticket)									
MsTtManager	createTT (Trouble Ticket)									
MsTtManager	goToTT (Trouble Ticket)									
MsTtManager	ticketStatusHistory									
MsTtManager	sendE-MailToContact (to User)							I		
MsTtManager	referredFromLogId (Another DAAC)			I						
MsTtManager	forwardTo (Another DAAC)									

Figure 4.2.3.4-6. Cross-DAAC Tracking Workflow (6 of 8)

Table 4.2.3.4-6. Data Activity for User registration Tool - Query for Profile

Object Name	Data Element	User Registration Tool Activity - Query for Profile								
		12.1	12.2	12.3	12.4					
UpdateProfile	userID			I						
UpdateProfile	userName	I								
UpdateProfile	accountNumber		I							
UpdateProfile	homeDAAC									
UpdateProfile	telNum									
UpdateProfile	emailAddr				I					

H

I

18.1	18.2	18.3	18.4	18.5	18.6	18.7
Enter Order ID	Enter User ID	Enter Sort by Status	Enter Sort By Order Date	Enter Sort by Format	Enter Sort by Media Type	Enter Sort by Description

19
Submit Search

20
Determine location of Cancellable Requests (Which Data Servers)

21
Close Request Tracking Tool

22
Invoke Science Data Server GUI

23
Access Queued Requests

24
Identify Requests to Cancel

25
Submit Cancellation

26
Receive Cancellation Confirmation

27
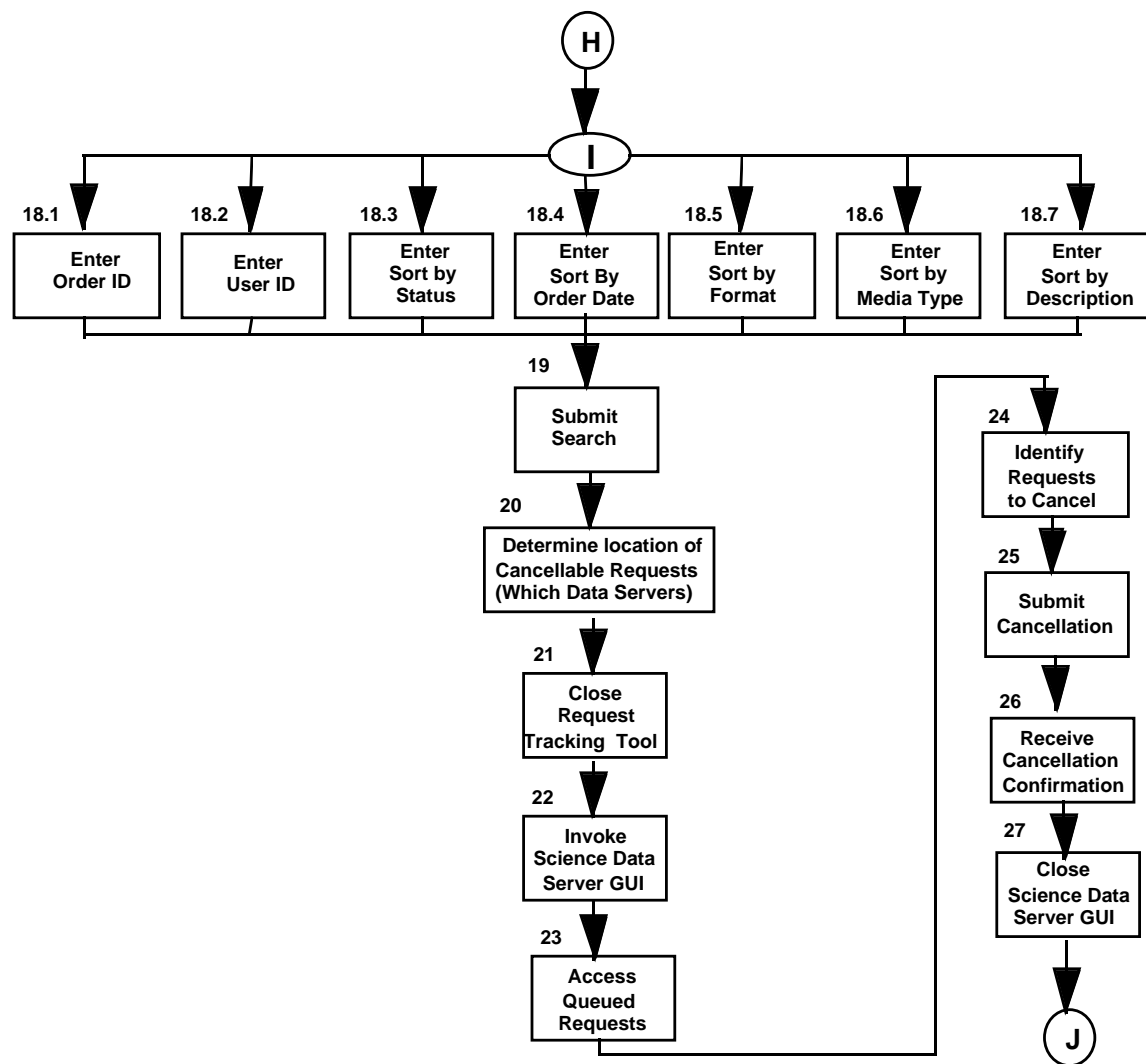Close Science Data Server GUI

J

Figure 4.2.3.4-7. Cross-DAAC Tracking Workflow (7 of 8)

Table 4.2.3.4-7a. Data Activity for Request Tracking Tool

Object Name	Data Element	Request Tracking Tool Activity								
		18.1	18.2	18.3	18.4	18.5	18.6	18.7	19	
Main GUI										
MsAcTrackingUI	userIDQuery		I							
MsAcTrackingUI	requestIdQuery									
MsAcTrackingUI	orderIdQuery	I								
MsAcTrackingUI	sortBy = OrderDate				I					
MsAcTrackingUI	sortBy = OrderStatus			I						
MsAcTrackingUI	sortBy = Dscription							I		
Order Files GUI										
MsAcTrackingDB	requestId									
MsAcTrackingDB	granuleList									
MsAcTrackingDB	state									
MsAcTrackingDB	shipDateTime									
MsAcTrackingUI	sortBy = Media						I			
MsAcTrackingUI	sortBy = Format					I				
MsAcTrackingUI	sortBy = Status			I						

Table 4.2.3.4-7b. Data Activity for Data Server Interface - Cancel a Request

Object Name	Data Element	Data Server Interface Activity - Cancel a Request								
		22	23	24	25					
DsGuAdmin	dataServerOption	I								
DsGuAdmin	storageRequestMgmtOption	I								
DsAdRequestInterface	dateTimeReceived									
DsAdRequestInterface	requestId			I						
DsAdRequestInterface	clientId (user's ID)		I							
DsAdRequestInterface	currentStatus									
DsAdRequestInterface	priority									
DsAdRequestInterface	filter = All (all requests)									
DsAdRequestInterface	filter = Queued Requests		I							
DsAdRequestInterface	filter = Active Requests									
DsAdRequestInterface	option = Change Priority of Request									
DsAdRequestInterface	option = Terminate Selected Request			I						

Figure 4.2.3.4-8. Cross-DAAC Tracking Workflow (8 of 8)

Table 4.2.3.4-8. Data Activity for User Contact Log - Update Entry

Object Name	Data Element	User Contact Log Activity - Update Entry								
		30.1	30.2	30.3	30.4	30.5	30.6	31	33	34
MsTtManager	receivingOperator (US Rep)									
MsTtManager	enteredTime									D
MsTtManager	logId		I							
MsTtManager	assignedTo									
MsTtManager	lastModifiedBy									I
MsTtManager	modifiedDate									D
MsTtManager	logStatus						I		E	
MsTtManager	shortDescription							E		
MsTtManager	longDescription							E		
MsTtManager	commentLog							E		
MsTtManager	contactName (User's)									
MsTtManager	contactId (User's)			I						
MsTtManager	contactPhone (User's)									
MsTtManager	contactHomeDAAC (User's)									
MsTtManager	contactE-Mail (User's)				I					
MsTtManager	contactOrganization (User's)									
MsTtManager	catagory (Priority for Workoff)	I								
MsTtManager	receivedTime									
MsTtManager	associatedTTId (Trouble Ticket)									
MsTtManager	createTT (Trouble Ticket)									
MsTtManager	goToTT (Trouble Ticket)									
MsTtManager	ticketStatusHistory									
MsTtManager	sendE-MailToContact (to User)									I
MsTtManager	referredFromLogId (Another DAAC)									
MsTtManager	forwardTo (Another DAAC)									
MsTtManager	keyWord					I				

4.2.4 General Inquiry

This Section describes how a User Services Representative (US Rep) would refer a user's inquiry to the DAAC Science Data Specialist, if the US Rep did not feel that s/he had enough expertise to respond to the user's questions. In this scenario, the inquiry is referred to the Science Data Specialist at the US Rep's own DAAC. If the question was in regard to data holdings at another DAAC, the US Rep would probably refer the inquiry to User Services at the DAAC holding the data. To refer the inquiry to the Science Data Specialist, the US Rep interacts with tools found on the User Services desktop. The specific order of activities may vary, due to individual preference or local DAAC policy.

4.2.4.1 Scenario Description

In this scenario, User Services receives a mail message from a User who has questions regarding a data product held at that DAAC. After reading the user's mail message, the US Rep realizes that s/he does not have the expertise to answer the user's questions, and will need to refer the inquiry to the Science Data Specialist. The US Rep creates a User Contact Log entry, into which s/he records that the inquiry was received from the user and that the inquiry is being referred to the Science Data Specialist. The US Rep then assigns the entry a "priority for work off," selects the "send mail" option (which generates a message to the user acknowledging that their inquiry has been received), and statuses the entry as "in-progress."

The US Rep next looks up the requester's User Profile to verify that the person is a registered user, and to obtain user contact information to include in the referral message to the Science Data Specialist. The US Rep then retrieves the user's original e-mail message, enters additional information for the Science Data Specialist, and sends the e-mail referral.

The Science Data Specialist reads the user's original e-mail message and the additional information provided by the US Rep. The Science Data Specialist researches the answers to the questions contained within the user's inquiry. If clarification is needed, the Science Data Specialist contacts the user. When the Science Data Specialist has the answers, s/he retrieves the e-mail message sent by the US Rep, and enters a response to the user's inquiry. If the response is lengthy, the Science Data Specialist may choose to put the response in a file and attach it as a desktop object to the e-mail message. In either case, once the response is finished, the Science Data Specialist mails the response and original e-mail message back to the US Rep.

When the US Rep receives the response, she/he reads the response, attaches a forwarding message, and sends the response on to the user. The US Rep may also choose to keep a copy of the response as a reference for future questions regarding the data product. The US Rep next returns to the User Contact Log and retrieves the original entry into which s/he logged the user's inquiry and the referral. S/he updates the entry to indicate that the user has been e-mailed a response to their inquiry. The US Rep statuses the event as "Closed," selects the "Send Mail" option, and submits. An update is mailed to the user informing them that the event has been closed, and that they should contact User Services if additional follow-up is needed.

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Scenario Assumptions

- The user is already registered.

- The user has provided a description of the information that is needed via e-mail.

- The user is authorized access to the requested information.

- The data products about which the user is inquiring are held at the DAAC that received the e-mail inquiry.

- The user's inquiry requires the expertise of the DAAC Science Data Specialist.

- The DAAC Science Data Specialist takes a moderate amount of time to respond to the inquiry.
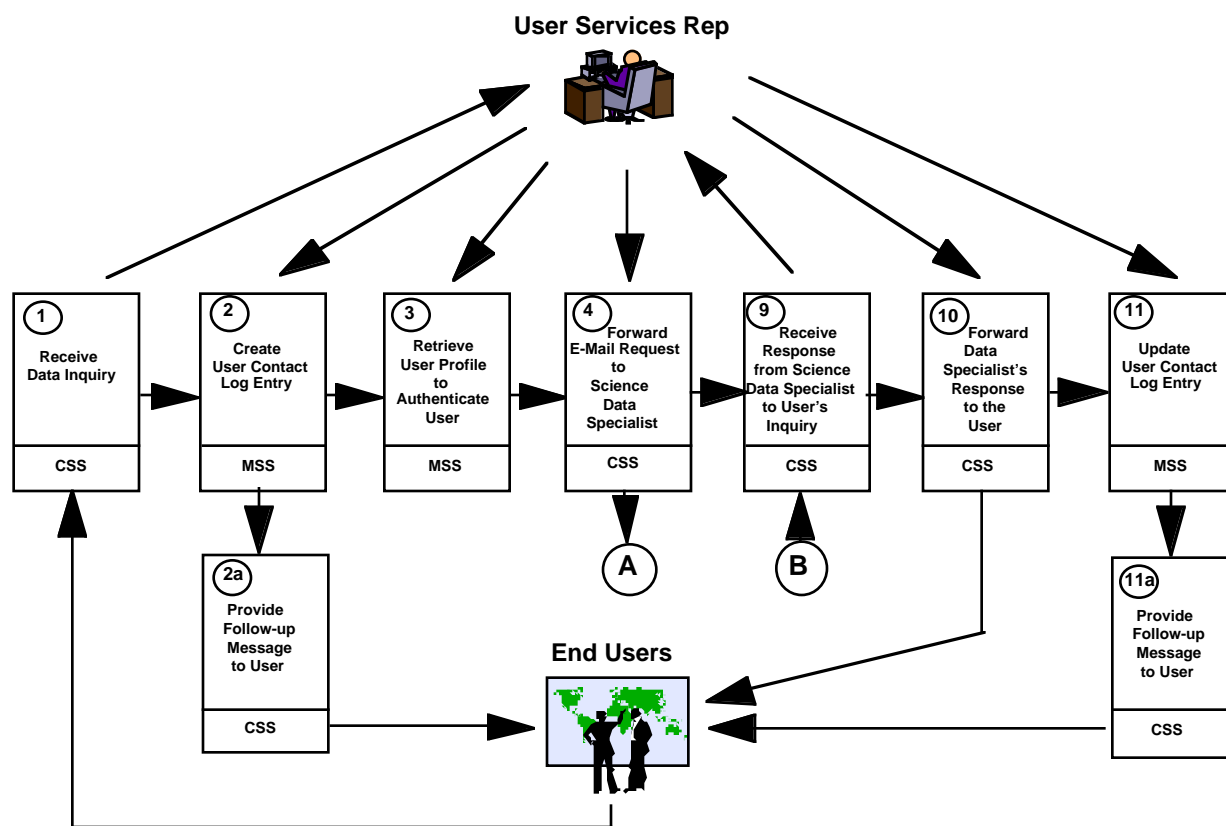
Figure 4.2.4.1-1. General Inquiry Functional Flow (1 of 2)

Science Data Specialist
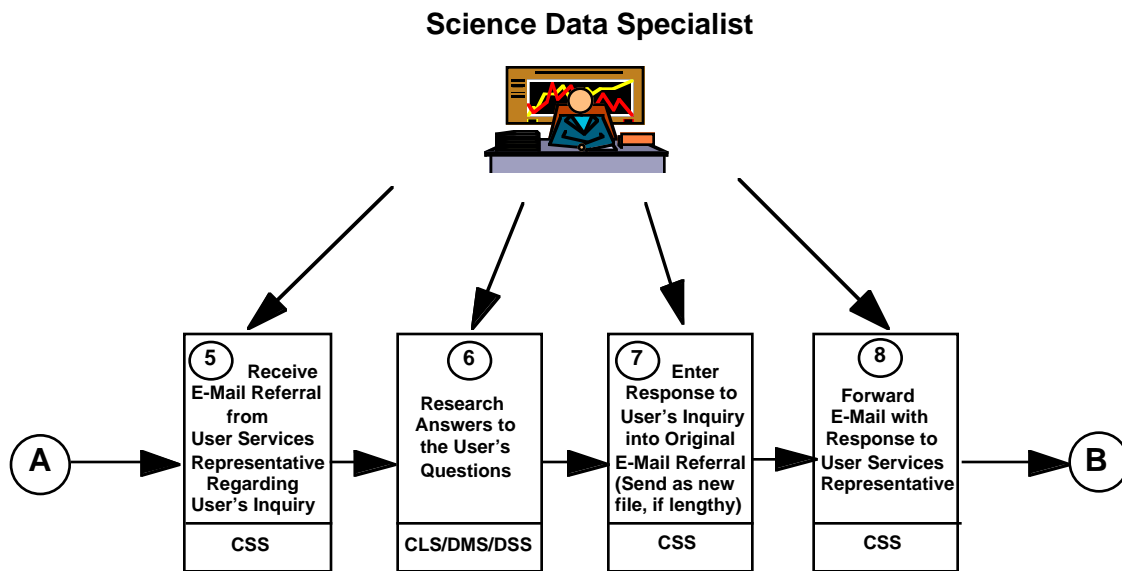
Figure 4.2.4.1-2. General Inquiry Functional Flow (2 of 2)

4.2.4.2 User Services Rep & Science Data Specialist Roles

The roles and responsibilities of the User Services Representative and DAAC Science Data Specialist are defined in DID 607. Those responsibilities listed in DID 607 which apply directly to this scenario are given below.

User Services Operator

1. Assist users to locate and access EOSDIS-related data regardless of location. May include referral to non-EOSDIS centers.

2. Provide assistance and/or sources of in-depth expertise to users experiencing difficulties with EOSDIS on-line systems or tool kits, and/or Center-specific data sets, software, on-line systems or tools, including hardware requirements necessary to operate these systems.

3. Provide users directly with the necessary information and/or with the sources of in-depth expertise on instruments, data sets, and projects for them to assess the applicability of EOSDIS-related products to their individual studies or research.

Science Data Specialist

1. Provide assistance to the Operations Teams and User Services Representatives, as needed.

2. On-site lead for problem resolutions relating to data products and/or tools.

4.2.4.3 Detailed Points of View

The Detailed Points of View that follows describes inquiry referrals to the DAAC Science Data Specialist, as viewed by User Services Representative, the Science Data Specialist, the ECS System via the desktop environment, and the User. Both human and machine interactions are briefly described. The tables reflect one example of how an inquiry might be referred.

Science Data Specialist	User Services Rep	Desktop Environment	End Users
	① • Receives and reads the user's inquiry.	• Forwards user's e-mail inquiry to User Services	• Sends e-mail message to User Services with questions regarding a specific data holding.
	• Determines that assistance of Science Data Specialist is needed in order to answer the user's questions.		
	• Invokes the User Contact Log.	• Launches the User Contact Log.	
	② • Creates a new log entry and enters notes regarding the user's inquiry. States that inquiry will be referred to the Science Data Specialist.	• Accepts input.	
	• Assigns Priority for work off and statuses as In Progress.	• Accepts input.	• Receives message that inquiry has been received by User Services, and is being referred to the Science Data Specialist.
	• Selects "Send Mail" option and Submits the entry.	②a • Logs entry to the database and notifies user of inquiry receipt.	
	• Invokes Registration Manager and selects "Retrieve Profile."	• Launches interface to User Profile database.	
	③ • Enters search parameter to find user's profile. (See Workflow for parameters.)	• Accepts input.	
	• Submits the search.	• User Profile database application queries the database.	

Figure 4.2.4.3-1. General Inquiry Points of View (1 of 3)

Science Data Specialist	User Services Rep	Desktop Environment	End Users
	• Views user's profile information to authenticate user.	• Returns user profile.	
	• Switches to e-mail and locates original mail message from user.	• Displays original e-mail message.	
	• Enters forwarding remarks requesting assistance from the Science Data Specialist. Includes the user's contact information.	• Accepts Input.	
	④ • Sends the user's inquiry to the Science Data Specialist.	• Forwards the e-mail message to the Science Data Specialist.	
⑤ • Reads e-mail containing the User Services Rep's request for assistance in answering the user's inquiry.		• Notifies Science Data Specialist of e-mail.	
⑥ • Researches answers to the user's questions. Contacts the user if clarification is needed.			
• Responds to inquiry: Switches to e-mail and locates original mail message forwarded by the User Services Rep.		• Displays original e-mail message.	
⑦ • Enters response to the user's questions. (If answer is lengthy, the response may be put in a separate file and sent as an attachment to the e-mail message.)		• Accepts Input.	

Figure 4.2.4.3-2. General Inquiry Points of View (2 of 3)

Science Data Specialist	User Services Rep	Desktop Environment	End Users

(8) • Forwards the inquiry response to the User Services Rep.

• Forwards the e-mail message, with the inquiry response, to the User Services Rep.

(9) • Reads e-mail containing Science Data Specialist's response to user's inquiry.

•Notifies User Services Rep of e-mail.

(10) • Sends e-mail with response to user.

• Forwards response to user.

• Receives e-mail message containing response to inquiry.

• Returns to the User Contact Log.

• The User Contact Log becomes the active window.

• Enters search parameters to locate original entry. (See Workflow for parameters)

• Accepts Input.

(11) • Updates User Contact Log entry to indicate that user was e-mailed a response to their inquiry.

• Accepts input.

• Statuses the event as <u>Closed,</u> selects the "Send Mail" option, and Submits.

(11a) • Submits entry to the database and e-mails update to user.

• Receives update saying that User Services has closed the event, and that the user should contact User Services if additional follow-up is needed.

Figure 4.2.4.3-3. General Inquiry Points of View (3 of 3)

4.2.4.4 Workflows

The workflows that follow provide an example of how an inquiry might be referred. Specific circumstances concerning an inquiry, or the user making the inquiry, may cause the User Services Representative to choose a slightly different path than is represented here. The User Services desktop tools allow for flexibility.

This section is continued on the next page.

User Services Rep

Figure 4.2.4.4-1. General Inquiry Workflow (1 of 4)

Table 4.2.4.4-1. Data Activity for User Contact Log - Create Entry

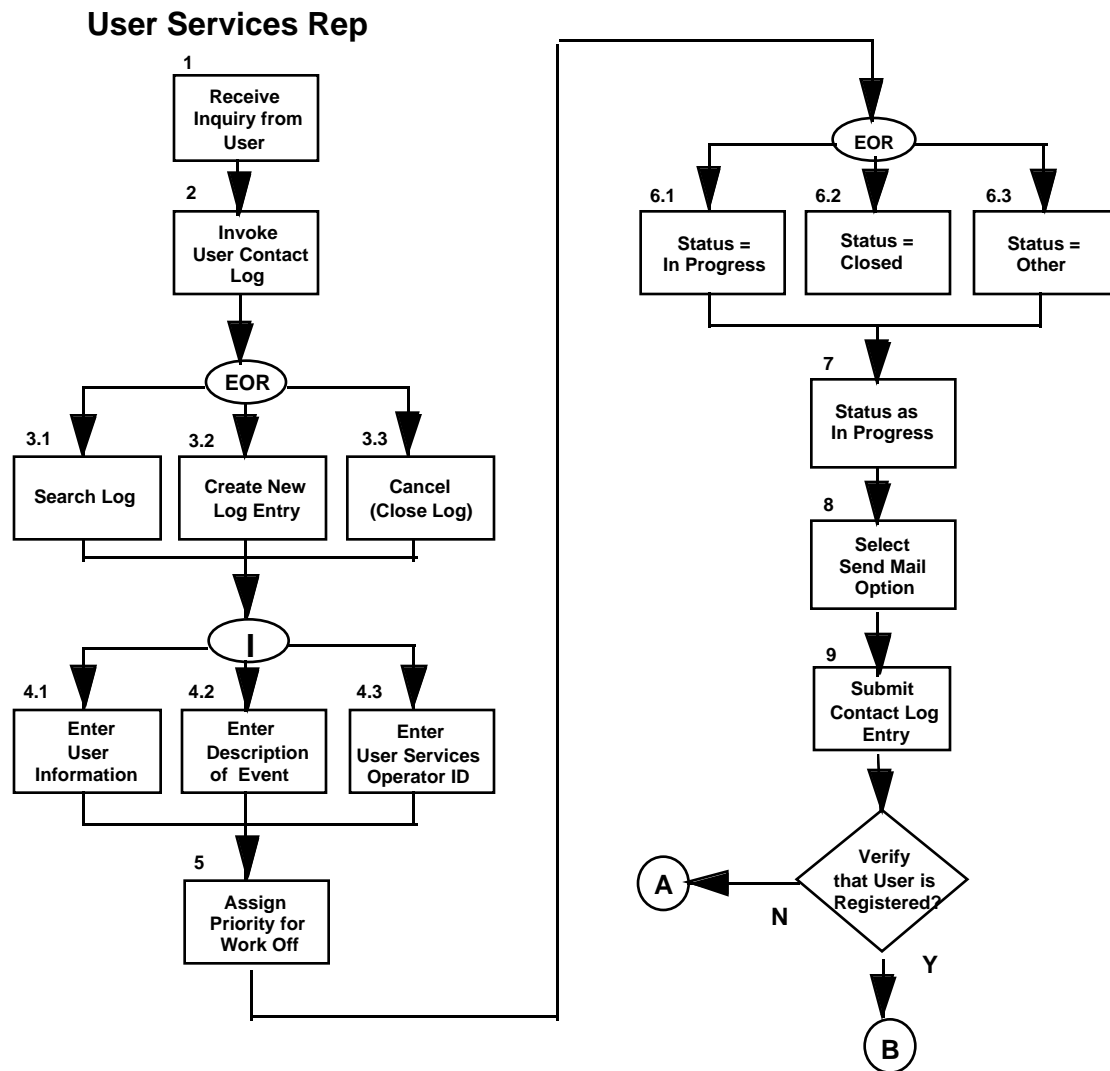| Object Name	Data Element	User Contact Log Activity - Create Entry								
		3.2	4.1	4.2	4.3	5	7	8	9	
MsTtManager	receivingOperator (US Rep)				I					
MsTtManager	enteredTime								D	
MsTtManager	logId	D								
MsTtManager	assignedTo									
MsTtManager	lastModifiedBy									
MsTtManager	modifiedDate									
MsTtManager	logStatus						I			
MsTtManager	shortDescription			I						
MsTtManager	longDescription			I						
MsTtManager	commentLog			I						
MsTtManager	contactName (User's)		I							
MsTtManager	contactId (User's)		I							
MsTtManager	contactPhone (User's)		I							
MsTtManager	contactHomeDAAC (User's)		I							
MsTtManager	contactE-Mail (User's)		I							
MsTtManager	contactOrganization (User's)		I							
MsTtManager	catagory (Priority for Workoff)					I				
MsTtManager	receivedTime	D								
MsTtManager	associatedTTId (Trouble Ticket)									
MsTtManager	createTT (Trouble Ticket)									
MsTtManager	goToTT (Trouble Ticket)									
MsTtManager	ticketStatusHistory									
MsTtManager	sendE-MailToContact (to User)							I		
MsTtManager	referredFromLogId (Another DAAC)			I						
MsTtManager	forwardTo (Another DAAC)									

User Services Rep

Figure 4.2.4.4-2. General Inquiry Workflow (2 of 4)

Table 4.2.4.4-2. Data Activity for User registration Tool - Query for Profile

Object Name	Data Element	User Registration Tool Activity - Query for Profile								
		12.1	12.2	12.3	12.4					
UpdateProfile	userID			I						
UpdateProfile	userName	I								
UpdateProfile	accountNumber		I							
UpdateProfile	homeDAAC									
UpdateProfile	telNum									
UpdateProfile	emailAddr				I					

User Services Rep

Science Data Specialist

(C)

17
Switch
to E-Mail

18
Locate
User's E-Mail
Message

19
Enter
Forwarding
Remarks

20
Send
to Science
Data Specialist

(D)

(D)

21
Receive
Referral from
User Services

22
Research
Answers to
User's Inquiry

23
Switch
to E-Mail

24
Locate
E-Mail with
Referral

25
Enter
Response to
User's Inquiry

26
Forward
E-Mail to
User Services

(E)
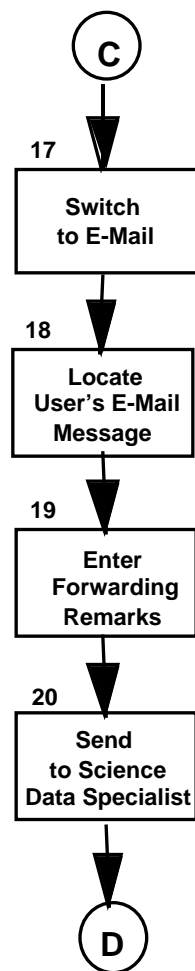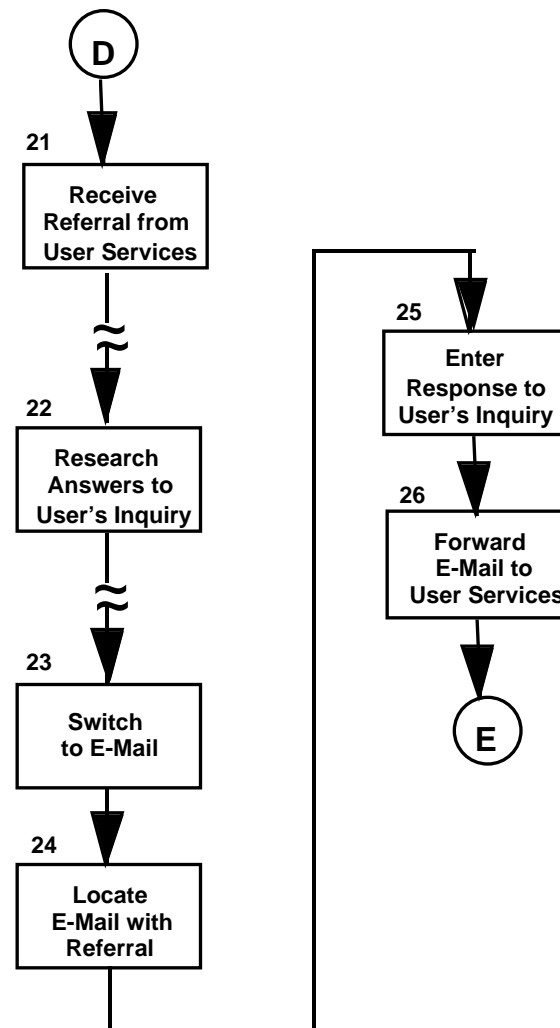
Figure 4.2.4.4-3. General Inquiry Workflow (3 of 4)

This section is continued on the next page.

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User Services Rep

27 Receive Response from Data Specialist

28 Forward Response to User

29 Return to User Contact Log

EOR

30.1 Search Log

30.2 Create New Log Entry

30.2 Cancel (Close Log)

I

31.1 Enter Priority

31.2 Enter Contact Log Entry ID

31.3 Enter User ID

31.4 Enter User's E-mail Address

31.5 Enter Key Word

31.6 Enter Status

Entry Found?

N

Y

32 Update Description of Event

EOR

33.1 Status = In Progress

33.2 Status = Closed

33.3 Status = Other

34 Status as Closed

35 Select Send Mail and Submit

Figure 4.2.4.4-4. General Inquiry Workflow (4 of 4)

Table 4.2.4.4-4. Data Activity for User Contact Log - Create Entry

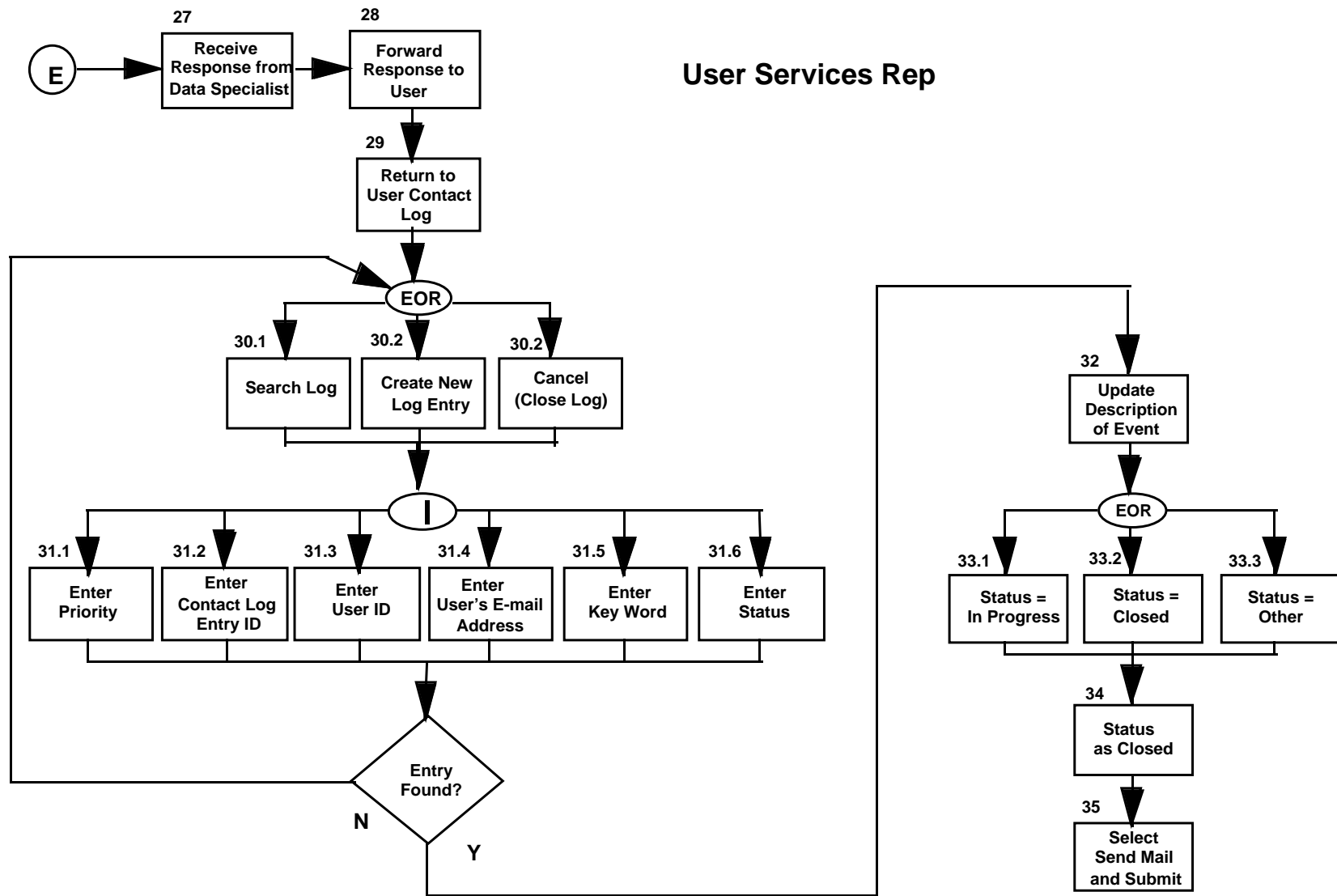| Object Name	Data Element	User Contact Log Activity - Update Entry								
		31.1	31.2	31.3	31.4	31.5	31.6	32	34	35
MsTtManager	receivingOperator (US Rep)									
MsTtManager	enteredTime									D
MsTtManager	logId		I							
MsTtManager	assignedTo									
MsTtManager	lastModifiedBy									I
MsTtManager	modifiedDate									D
MsTtManager	logStatus						I		E	
MsTtManager	shortDescription							E		
MsTtManager	longDescription							E		
MsTtManager	commentLog							E		
MsTtManager	contactName (User's)									
MsTtManager	contactId (User's)			I						
MsTtManager	contactPhone (User's)									
MsTtManager	contactHomeDAAC (User's)									
MsTtManager	contactE-Mail (User's)				I					
MsTtManager	contactOrganization (User's)									
MsTtManager	catagory (Priority for Workoff)	I								
MsTtManager	receivedTime									
MsTtManager	associatedTTId (Trouble Ticket)									
MsTtManager	createTT (Trouble Ticket)									
MsTtManager	goToTT (Trouble Ticket)									
MsTtManager	ticketStatusHistory									
MsTtManager	sendE-MailToContact (to User)									I
MsTtManager	referredFromLogId (Another DAAC)									
MsTtManager	forwardTo (Another DAAC)									
MsTtManager	keyWord					I				

4.2.5 Cross-DAAC Referral

This Section describes how a User Services Representative (US Rep) would refer an order to another DAAC (the DAAC which holds the data) if the US Rep did not feel that s/he had enough expertise to fill the order. The US Rep would refer an order request by interacting with the tools found on the User Services desktop. The specific order of activities may vary, due to individual preference or local DAAC policy, but the elements comprising the event/work flow will be the same whenever an order request is referred across DAACs.

4.2.5.1 Scenario Description

In this scenario, User Services receives a mail message from a User who needs help in placing an order. The US Rep creates a User Contact Log entry, into which s/he records that a request for help was received from the user. The US Rep then assigns the entry a "priority for processing," selects the "send mail" option (which generates a message to the user acknowledging that their request for help has been received), and statuses the entry as "in progress."

The US Rep next looks up the requester's User Profile to verify that the person is a registered user. The data that the user is requesting is not held at the US Rep's own DAAC, and s/he is not sure where it is held. So, after authenticating the user, the US Rep launches the Earth Science Search Tool (ESST), and enters search criteria to locate the requested data. When the search is submitted, the ECS queries the holdings of all appropriate DAACs and affiliated non-ECS systems to locate the requested data. When the result set is returned, the US Rep sees that the data is held at "X" DAAC (referred to in the Points-of View and Workflow as the "Other DAAC"). The US Rep at the user's home DAAC could place the order for the user, but does not feel confident enough in their knowledge of the data to do so. Thus, s/he decides to refer the request to User Services at the DAAC holding the data, and saves the preliminary ESST search as a desktop object.

The US Rep then retrieves the original e-mail message from the user and enters some forwarding information for the US Rep at the "Other DAAC," attaches the desktop object containing the preliminary ESST search, and sends the e-mail to the DAAC holding the data the user requested. The US Rep at the home DAAC then updates the original User Contact Log entry to indicate that the user's request for help has been forwarded to DAAC "X." S/he statuses the entry as "Closed," selects the "Send Mail" option, and submits. The user receives an e-mail message informing them that their request for help has been referred to DAAC "X." Having closed out the entry in the User Contact Log, the US Rep at the home DAAC should not require any further interaction with the user regarding this order.

At the "Other DAAC" the US Rep reads the user's original e-mail message, and the forwarding information provided by the home DAAC's US Rep (including the user's UserID and the home DAACs User Contact Log entry number for backward referencing). The US Rep then opens a new User Contact Log entry into which the referral will be recorded. After submitting the User Contact Log entry, the US Rep retrieves the user's User Profile. S/he then opens the desktop object containing the preliminary ESST search, and adds additional search parameters, based on the information provided by the user's e-mail message. If more information is needed, the US Rep contacts the user.

When the result set is returned, the US Rep selects granules to order and requests a price estimate. He/she then calls the user to confirm the order. The user confirms the order, and specifies order delivery details. Some granules are of high interest to the user, and s/he requests that they be delivered via ftp pull, and that the remaining granules be shipped via "X" media. After the order

is confirmed the US Rep specifies the granules for ftp pull and media shipment, enters the user's UserID for Accounting and Billing, and submits the order. The system verifies that the user's account has sufficient funds before processing the order. There are sufficient funds, so the order enters the processing cycle, and an order receipt is returned to User Services. The user's available balance, maintained as part of their User Profile, is adjusted to reflect the cost of the order.

The US Rep next returns to the User Contact Log and retrieves the original entry into which s/he logged the referral. S/he updates the entry to indicate that the user's order request is being processed. The US Rep statuses the event as "Closed," selects the "Send Mail" option, and submits. An update is mailed to the user informing them that their order is being processed, and that they should contact User Services if additional follow-up is needed. In the meantime, when the data being provided via ftp pull is ready for retrieval, the user is notified. The CSS Subsystem detects and logs when the user retrieves the data. The remaining granules are shipped as processing completes.

Scenario Assumptions

- The user is already registered.
- The user has provided a description of the data that is needed via e-mail.
- The user is authorized access to the requested data.
- The request contains data specifics that must be addressed at the DAAC that holds the data.
- There is not one common User Contact Log; each DAAC has a log for that DAAC only.
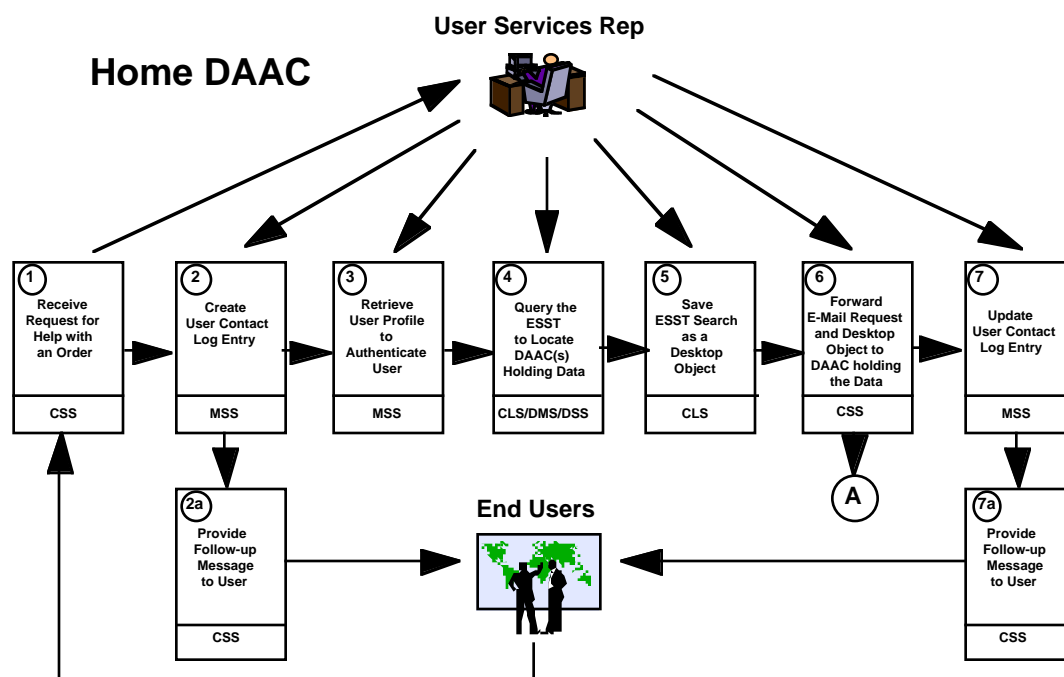
Figure 4.2.5.1-1. Cross-DAAC Referral Functional Flow (1 of 2)
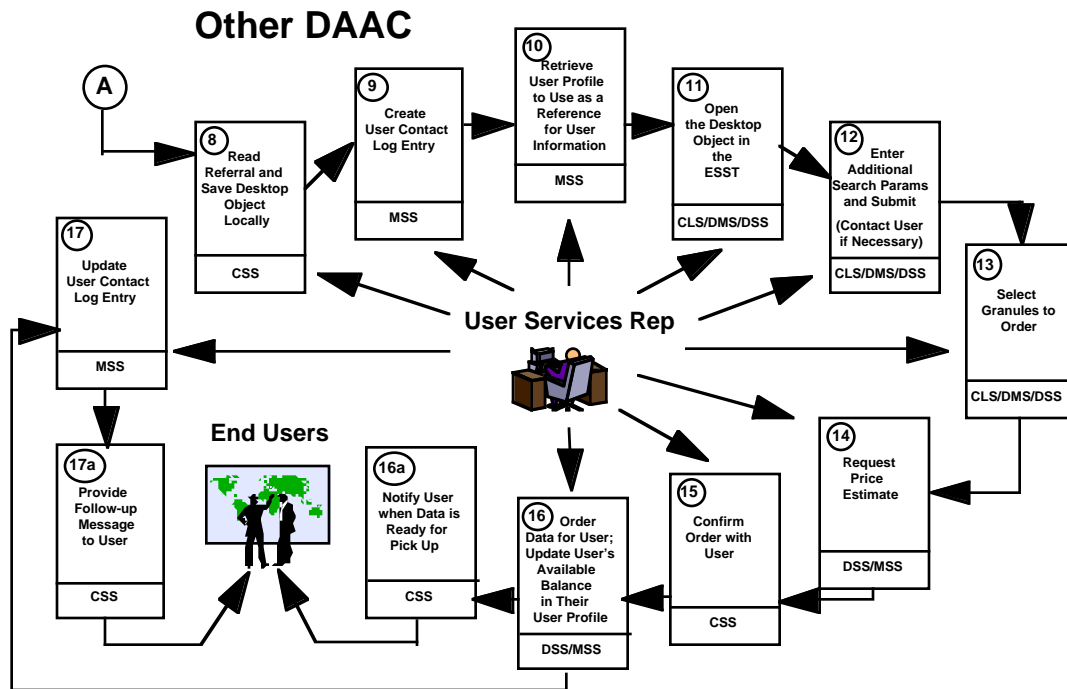
.Figure 4.2.5.1-2 Cross-DAAC Referral Functional Flow (2 of 2)

4.2.5.2 User Services Representative Roles

The roles and responsibilities of the User Services Representative are defined in DID 607. Those responsibilities listed in DID 607 which apply directly to this scenario are given below.

1. Assist users to locate and access EOSDIS-related data regardless of location. May include referral to non-EOSDIS centers.

2. Provide assistance and/or sources of in-depth expertise to users experiencing difficulties with EOSDIS on-line systems or tool kits, and/or Center-specific data sets, software, on-line systems or tools, including hardware requirements necessary to operate these systems.

4.2.5.3 Detailed Points of View

The Detailed Points of View that follows describes cross-DAAC referrals as viewed by User Services Representatives, the ECS System via the desktop environment, and the User. Both human and machine interactions are briefly described. The tables reflect one example of how an order might be referred.

OTHER DAAC
User Services Rep

HOME DAAC
User Services Rep

Desktop Environment

End Users

HOME DAAC User Services Rep	Desktop Environment	End Users
(1) • Receives user's request.	• Forwards user's e-mail request to User Services	• Sends e-mail message to User Services requesting help in ordering data.
• Invokes the User Contact Log.	• Launches the User Contact Log.	
(2) • Creates a new log entry and enters notes regarding the user's order assistance request.	• Accepts input.	
• Assigns Priority for work off and statuses as **In Progress**.	• Accepts input.	
• Selects "Send Mail" option and Submits the entry.	(2a) • Logs entry to the database and notifies user of request receipt.	• Receives message that request for order help has been received by User Services.
• Invokes Registration Manager and selects "Retrieve Profile."	• Launches interface to User Profile database.	
• Enters search parameter to find user's profile. (See Workflow for parameters.)	• Accepts input.	
• Submits the search.	• User Profile database application queries the database.	
(3) • Views user's profile information to authenticate user.	• Returns user profile.	

Figure 4.2.5.3-1. Cross-DAAC Referral Points of View (1 of 6)

OTHER DAAC
User Services Rep

HOME DAAC
User Services Rep

Desktop Environment

End Users

HOME DAAC User Services Rep	Desktop Environment
• Opens the ESST.	• Launches application.
• Enters search criteria based on user's e-mail request. Calls user if more information is needed.	• Accepts input.
• Submits the search.	• ECS queries all appropriate DAACs and affiliated non-ECS systems.
(4) • Reviews the result set to learn where the data is located. Data is located at another DAAC.	• Returns an integrated result set.
(5) • Determines that data specifics need to be input at the DAAC holding the data, and saves the initial query as a desktop object.	• Client provides required form.
• Closes the ESST.	• Terminates the application.
• Switches to e-mail and locates original mail message from user.	• Displays original e-mail message.
• Enters a forwarding message that includes the user's UserID and the Contact Log number given to the entry at the Home DAAC.	• Accepts Input.

Figure 4.2.5.3-2. Cross-DAAC Referral Points of View (2 of 6)

OTHER DAAC
User Services Rep

HOME DAAC
User Services Rep

Desktop Environment

End Users

6
- Attaches the desktop object containing the ESST form.
- Sends the e-mail message with attachment.

- Links the desktop object to the mail message.
- Forwards the e-mail message with attachment to other DAAC.
- Notifies User Services of e-mail.

8
- Reads e-mail and saves the ESST desktop object locally.

- Returns to the User Contact Log.
- User Contact Log becomes the active window.

- Enters search parameters to locate original entry. (See Workflow for parameters.)
- Locates and displays original User Contact Log entry.

7
- Updates User Contact Log entry to indicate that the order request has been referred to "X" DAAC.
- Accepts input.

7a
- Statuses the event as Closed, Selects the "Send Mail" option, and Submits.
- Submits entry to the database and e-mails update to user.

- Invokes the User Contact Log.
- Launches the User Contact Log.

9
- Creates a new log entry, and enters notes regarding the user's request for assistance in placing an order.
- Accepts input.

- Receives update saying that order request has been referred to "X" DAAC, and that the user should contact User Services at that DAAC if additional follow-up is needed.

Figure 4.2.5.3-3. Cross-DAAC Referral Points of View (3 of 6)

OTHER DAAC
User Services Rep

HOME DAAC
User Services Rep

Desktop Environment

End Users

- Notes that entry is in response to a referral from another DAAC. Enters original DAAC's Contact Log entry number as a reference.
- Accepts input.

- Assigns Priority for work off and statuses as In Progress.
- Accepts input.

- Submits.
- Logs entry to the database.

- Invokes Registration Manager and selects "Retrieve Profile."
- Launches interface to User Profile database.

10
- Enters User ID (provided by the Home DAAC) to find user's profile.
- Accepts input.

- Submits the search.
- User Profile database application queries the database.

- Views user's profile information for reference information.
- Returns user profile.

11
- Opens the desktop object, causing the ESST to launch.
- Invokes the ESST application and displays the preliminary search parameters.

12
- Enters additional search parameters, based on user's e-mail message. Contacts the user if additional information is needed.
- Accepts input.

Figure 4.2.5.3-4. Cross-DAAC Referral Points of View (4 of 6)

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OTHER DAAC
User Services Rep

HOME DAAC
User Services Rep

Desktop Environment

End Users

OTHER DAAC User Services Rep	Desktop Environment	End Users
• Submits the search.	• Executes the search.	
(13) • Reviews the result set and selects granules to order.	• Returns an integrated result set.	
(14) • Requests a price estimate.	• Obtains and displays price estimate.	
(15) • Contacts user to confirm order (content, quantity, cost, etc.).		• Confirms the order and specifies order details, including which granules to send via ftp pull and which to ship via media.
• Specifies high interest granules for an ftp pull (user designated).	• Accepts input.	
• Specifies type of media for other granules.	• Accepts input.	
• Specifies UserID to charge for Accounting and Billing.	• Accepts input.	
(16) • Submits the order.	• Routes order to server.	
	• Verifies that user's account has sufficient funds before processing order; updates available balance to reflect cost of order.	
• Views receipt(s).	• Returns order receipt(s) to User Services.	

Figure 4.2.5.3-5. Cross-DAAC Referral Points of View (5 of 6)

OTHER DAAC
User Services Rep

HOME DAAC
User Services Rep

Desktop Environment

End Users

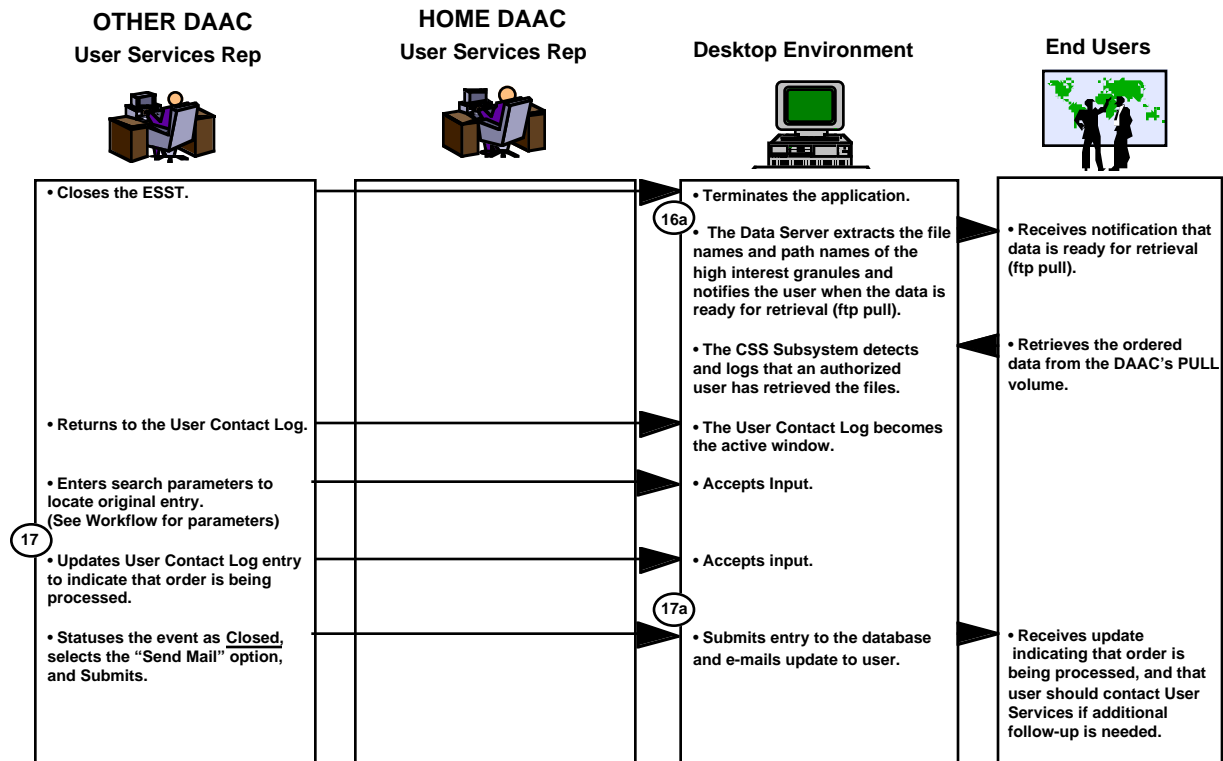| OTHER DAAC User Services Rep	Desktop Environment	End Users
• Closes the ESST.	• Terminates the application.	
	(16a) • The Data Server extracts the file names and path names of the high interest granules and notifies the user when the data is ready for retrieval (ftp pull).	• Receives notification that data is ready for retrieval (ftp pull).
	• The CSS Subsystem detects and logs that an authorized user has retrieved the files.	• Retrieves the ordered data from the DAAC's PULL volume.
• Returns to the User Contact Log.	• The User Contact Log becomes the active window.	
• Enters search parameters to locate original entry. (See Workflow for parameters)	• Accepts Input.	
(17) • Updates User Contact Log entry to indicate that order is being processed.	• Accepts input.	
• Statuses the event as **Closed**, selects the "Send Mail" option, and Submits.	(17a) • Submits entry to the database and e-mails update to user.	• Receives update indicating that order is being processed, and that user should contact User Services if additional follow-up is needed.

Figure 4.2.5.3-6. Cross-DAAC Referral Points of View (6 of 6)

4.2.5.4 Workflows

The workflow that follows provides an example of how an order might be referred. Specific circumstances concerning an order, or the user placing the order, may cause the User Services Representative to choose a slightly different path than is represented here. The User Services desktop tools allow for flexibility.
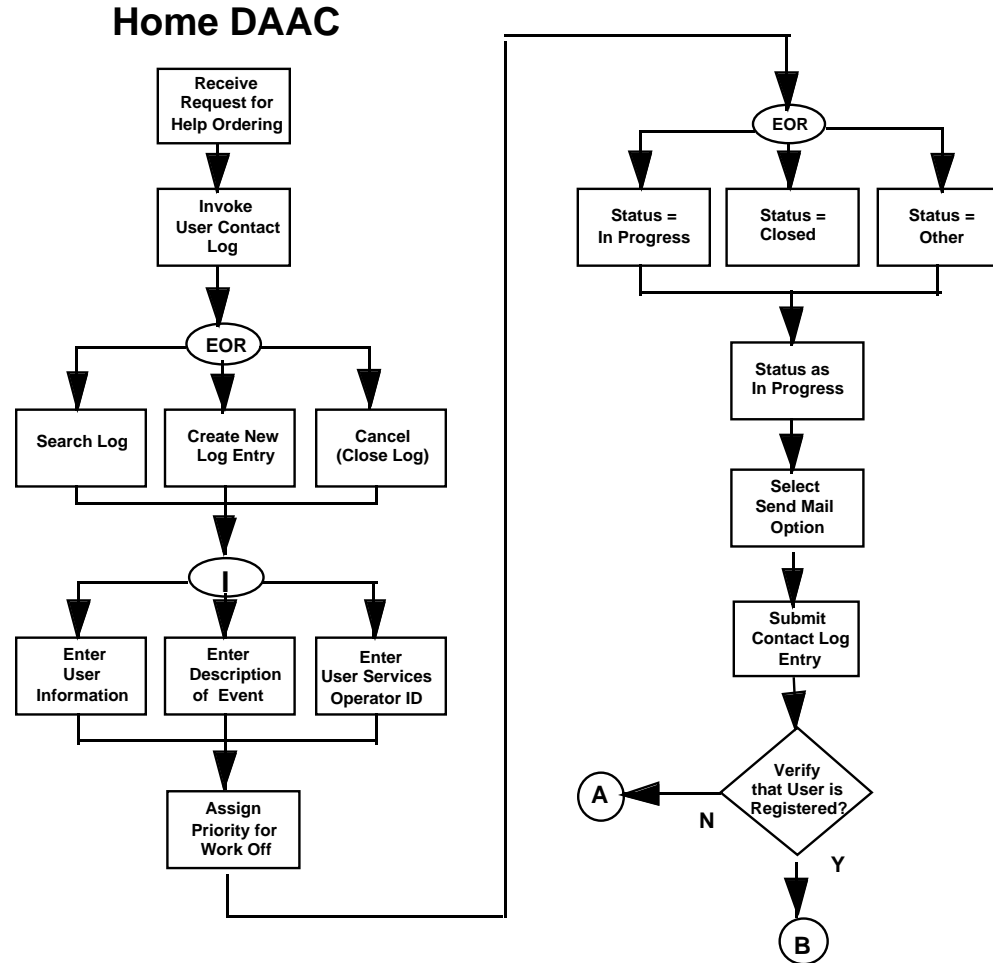
Figure 4.2.5.4-1. Cross-DAAC Referral Workflow (1 of 7)

Table 4.2.5.4-1. Data Activity for User Contact Log - Create Entry

Object Name	Data Element	User Contact Log Activity - Create Entry								
		3.2	4.1	4.2	4.3	5	7	8	9	
MsTtManager	receivingOperator (US Rep)				I					
MsTtManager	enteredTime								D	
MsTtManager	logId	D								
MsTtManager	assignedTo									
MsTtManager	lastModifiedBy									
MsTtManager	modifiedDate									
MsTtManager	logStatus						I			
MsTtManager	shortDescription			I						
MsTtManager	longDescription			I						
MsTtManager	commentLog			I						
MsTtManager	contactName (User's)		I							
MsTtManager	contactId (User's)		I							
MsTtManager	contactPhone (User's)		I							
MsTtManager	contactHomeDAAC (User's)		I							
MsTtManager	contactE-Mail (User's)		I							
MsTtManager	contactOrganization (User's)		I							
MsTtManager	catagory (Priority for Workoff)					I				
MsTtManager	receivedTime	D								
MsTtManager	associatedTTId (Trouble Ticket)									
MsTtManager	createTT (Trouble Ticket)									
MsTtManager	goToTT (Trouble Ticket)									
MsTtManager	ticketStatusHistory									
MsTtManager	sendE-MailToContact (to User)							I		
MsTtManager	referredFromLogId (Another DAAC)			I						
MsTtManager	forwardTo (Another DAAC)									

Home DAAC

B

10
Invoke
Registration
Manager

11
Select
Retrieve
Profile

EOR

12.1
Enter
User Name

12.2
Enter
User Account
Number

12.3
Enter
User ID

12.4
Enter
E-mail
Address

13
Submit
Search

Is User Registered?

A Y

N

Register User?

A N

Y

14
Select
Register User

I

15.1
Enter
User Name
& Misc. Info

15.2
Enter
User Address
Information

15.3
Enter
User Billing
Information

16
Submit

A

17
Invoke
the
ESST

C

Figure 4.2.5.4-2. Cross-DAAC Referral Workflow (2 of 7)

Table 4.2.5.4-2. Data Activity for User registration Tool - Query for Profile

Object Name	Data Element	User Registration Tool Activity - Query for Profile								
		12.1	**12.2**	**12.3**	**12.4**					
UpdateProfile	userID			I						
UpdateProfile	userName	I								
UpdateProfile	accountNumber		I							
UpdateProfile	homeDAAC									
UpdateProfile	telNum									
UpdateProfile	emailAddr				I					

Home DAAC

Figure 4.2.5.4-3. Cross-DAAC Referral Workflow (3 of 7)

Table 4.2.5.4-3. Data Activity for Earth Science Search Tool

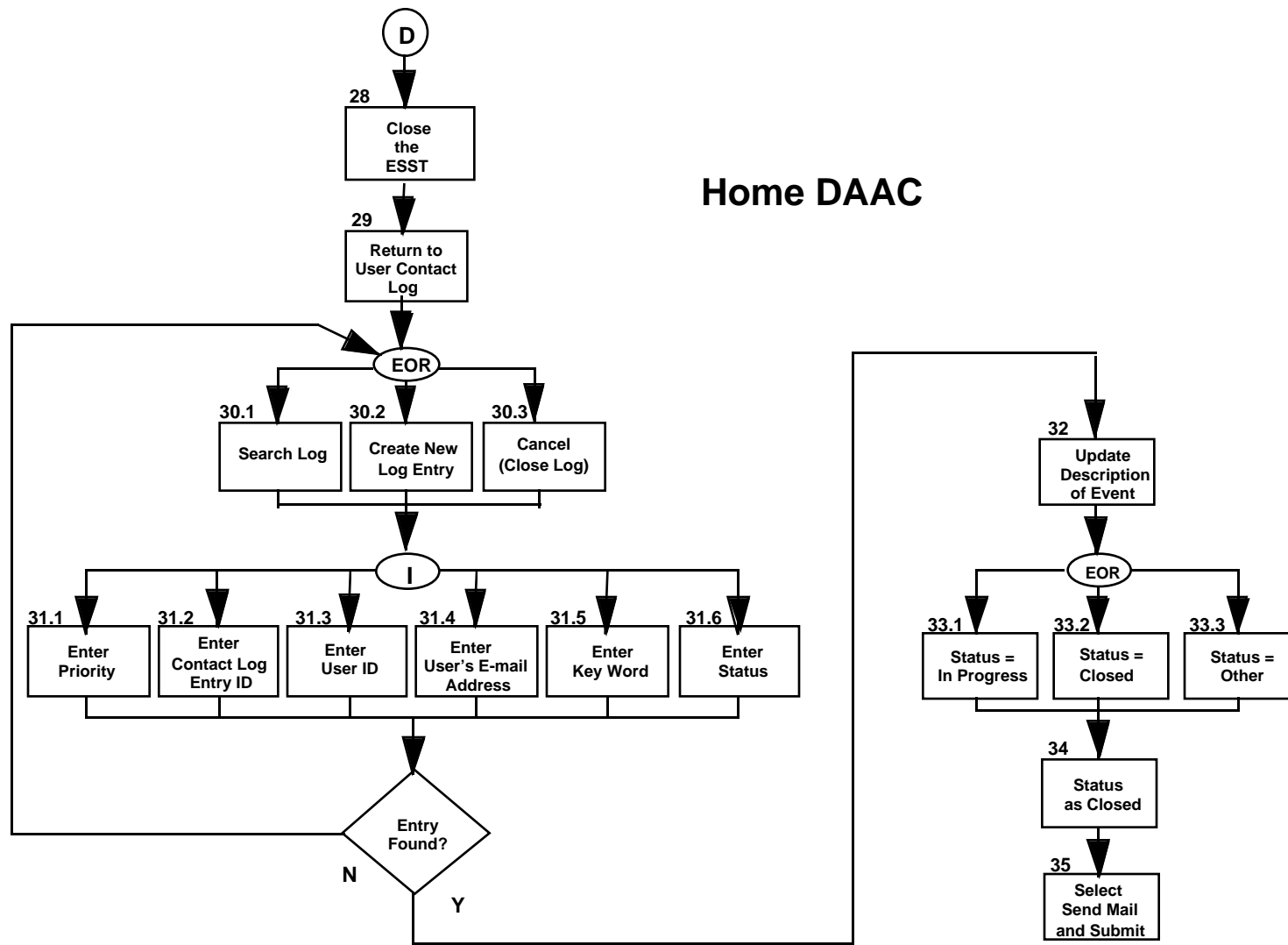| Object Name	Data Element	Earth Science Search Tool Activity								
		17	18.1	18.2	18.3	18.4				
ESSTQuery	temporalAttributeQuery			I						
ESSTQuery	spatialAttributeQuery		I							
ESSTQuery	scientificAttributeQuery				I					
ESSTQuery	otherAttributeQuery					I				
ESSTQuery	productQuery									
ESSTQuery	serviceQuery									
ESSTQuery	dataCollectionsQuery	I								
ESSTQuery	instrumentsQuery									
ESSTQuery	satellitesQuery									
ESSTQuery	geophysicalParamtersQuery									
ESSTQuery	disciplinesQuery									
ESSTQuery	archiveSitesQuery									
ESSTQuery	glossaryOfTermsQuery									
ESSTQuery	acronymListQuery									
ESSTQuery	textStringQuery									

Figure 4.2.5.4-4. Cross-DAAC Referral Workflow (4 of 7)

Table 4.2.5.4-4. Data Activity for User Contact Log - Update Entry

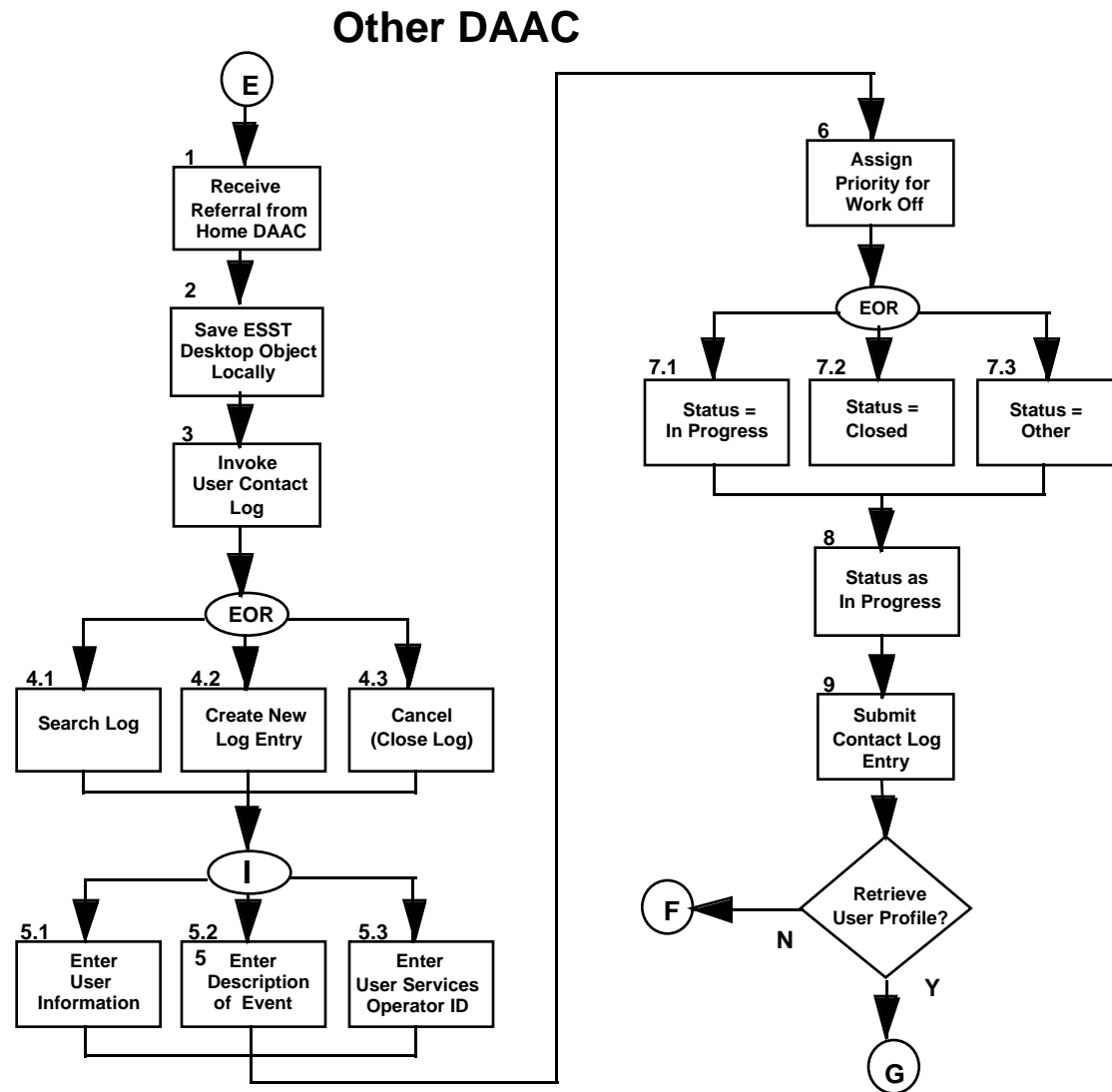| Object Name	Data Element	User Contact Log Activity - Update Entry								
		31.1	31.2	31.3	31.4	31.5	31.6	32	34	35
MsTtManager	receivingOperator (US Rep)									
MsTtManager	enteredTime									D
MsTtManager	logId		I							
MsTtManager	assignedTo									
MsTtManager	lastModifiedBy									I
MsTtManager	modifiedDate									D
MsTtManager	logStatus						I		E	
MsTtManager	shortDescription							E		
MsTtManager	longDescription							E		
MsTtManager	commentLog							E		
MsTtManager	contactName (User's)									
MsTtManager	contactId (User's)			I						
MsTtManager	contactPhone (User's)									
MsTtManager	contactHomeDAAC (User's)									
MsTtManager	contactE-Mail (User's)				I					
MsTtManager	contactOrganization (User's)									
MsTtManager	catagory (Priority for Workoff)	I								
MsTtManager	receivedTime									
MsTtManager	associatedTTId (Trouble Ticket)									
MsTtManager	createTT (Trouble Ticket)									
MsTtManager	goToTT (Trouble Ticket)									
MsTtManager	ticketStatusHistory									
MsTtManager	sendE-MailToContact (to User)									I
MsTtManager	referredFromLogId (Another DAAC)									
MsTtManager	forwardTo (Another DAAC)							I		
MsTtManager	keyWord					I				

Other DAAC

Figure 4.2.5.4-5. Cross-DAAC Referral Workflow (5 of 7)

Table 4.2.5.4-5. Data Activity for User Contact Log - Create Entry

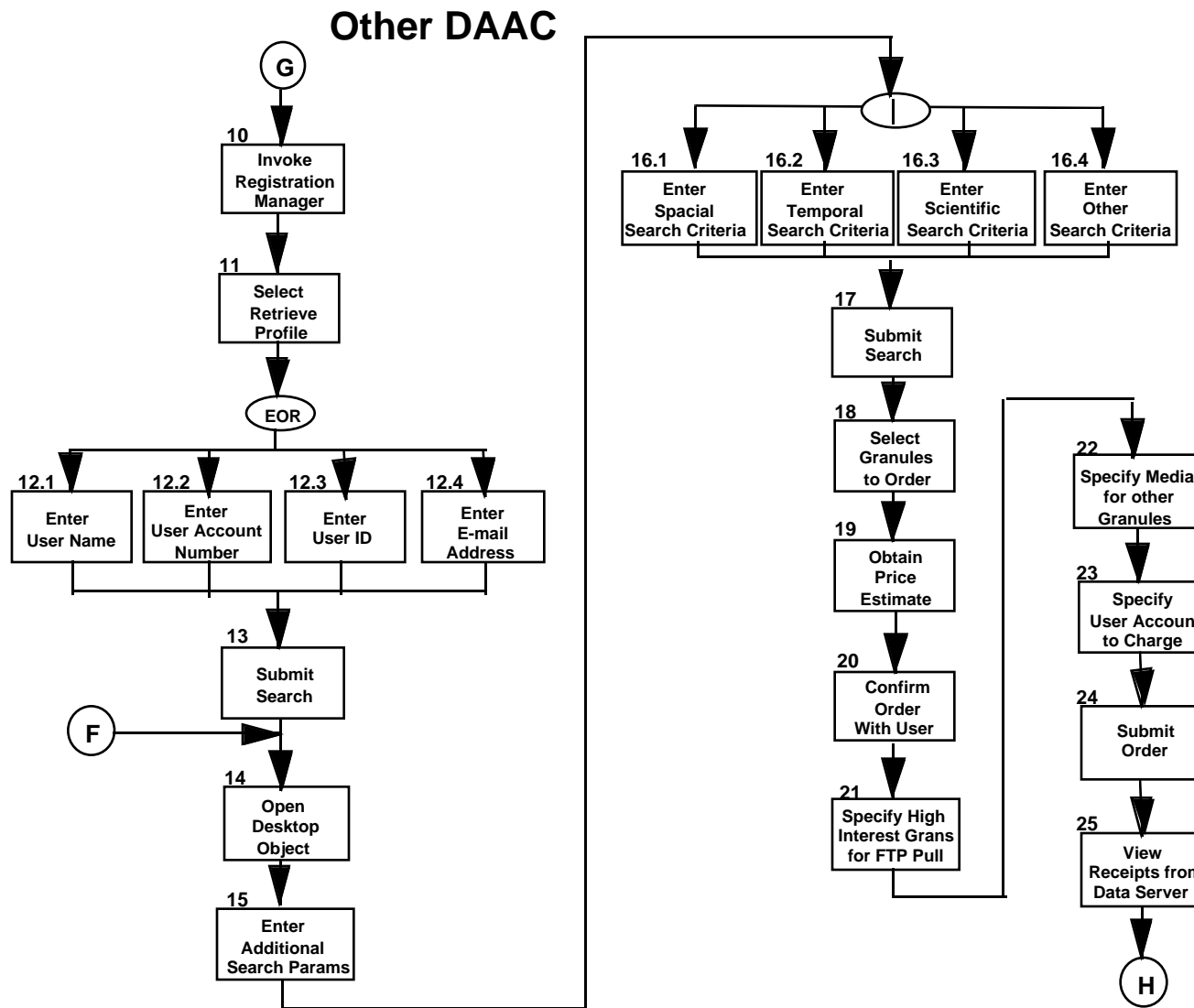| Object Name	Data Element	User Contact Log Activity - Create Entry								
		4.2	5.1	5.2	5.3	6	8	9		
MsTtManager	receivingOperator (US Rep)				I					
MsTtManager	enteredTime							D		
MsTtManager	logId									
MsTtManager	assignedTo									
MsTtManager	lastModifiedBy									
MsTtManager	modifiedDate									
MsTtManager	logStatus						I			
MsTtManager	shortDescription			I						
MsTtManager	longDescription			I						
MsTtManager	commentLog			I						
MsTtManager	contactName (User's)		I							
MsTtManager	contactId (User's)		I							
MsTtManager	contactPhone (User's)		I							
MsTtManager	contactHomeDAAC (User's)		I							
MsTtManager	contactE-Mail (User's)		I							
MsTtManager	contactOrganization (User's)		I							
MsTtManager	catagory (Priority for Workoff)					I				
MsTtManager	receivedTime	D								
MsTtManager	associatedTTId (Trouble Ticket)									
MsTtManager	createTT (Trouble Ticket)									
MsTtManager	goToTT (Trouble Ticket)									
MsTtManager	ticketStatusHistory									
MsTtManager	sendE-MailToContact (to User)									
MsTtManager	referredFromLogId (Another DAAC)			I						
MsTtManager	forwardTo (Another DAAC)									

Other DAAC

Figure 4.2.5.4-6. Cross-DAAC Referral Workflow (6 of 7)

Table 4.2.5.4-6a. Data Activity for User registration Tool - Query for Profile

Object Name	Data Element	User Registration Tool Activity - Query for Profile								
		12.1	12.2	12.3	12.4					
UpdateProfile	userID			I						
UpdateProfile	userName	I								
UpdateProfile	accountNumber		I							
UpdateProfile	homeDAAC									
UpdateProfile	telNum									
UpdateProfile	emailAddr				I					

Table 4.2.5.4-6b. Data Activity for Earth Science Search Tool

Object Name	Data Element	Earth Science Search Tool Activity								
		15	16.1	16.2	16.3	16.4				
ESSTQuery	temporalAttributeQuery			I						
ESSTQuery	spatialAttributeQuery		I							
ESSTQuery	scientificAttributeQuery				I					
ESSTQuery	otherAttributeQuery					I				
ESSTQuery	dataCollectionsQuery	I								

Table 4.2.5.4-6c. Data Activity for Product Request Tool

Object Name	Data Element	Product Request Tool Activity								
		18	21	22	23	24				
EcOrder	description					I				
EcOrder	media		I	I						
EcOrder	size					D				
EcOrder	granule	I	I	I						
EcOrder	homeDAAC					D				
EcOrder	usrID					D				
EcOrder	usrName					D				
EcOrder	emailAddr					E				
EcOrder	shipAddr					E				
EcOrder	billAddr				E					

Other DAAC

H

26
Close
the ESST

27
Return to
User Contact
Log

EOR

28.1
Search Log

28.2
Create New
Log Entry

28.3
Cancel
(Close Log)

I

29.1
Enter
Priority

29.2
Enter
Contact Log
Entry ID

29.3
Enter
User ID

29.4
Enter
User's E-mail
Address

29.5
Enter
Key Word

29.6
Enter
Status

Entry
Found?

N

Y

30
Update
Description
of Event

EOR

31.1
Status =
In Progress

31.2
Status =
Closed

31.3
Status =
Other

32
Status
as Closed

33
Select
Send Mail
and Submit

Figure 4.2.5.4-7. Cross-DAAC Referral Workflow (7 of 7)

Table 4.2.5.4-7. Data Activity for User Contact Log - Update Entry

Object Name	Data Element	User Contact Log Activity - Update Entry								
		29.1	29.2	29.3	29.4	29.5	29.6	30	32	33
MsTtManager	receivingOperator (US Rep)									
MsTtManager	enteredTime									D
MsTtManager	logId		I							
MsTtManager	assignedTo									
MsTtManager	lastModifiedBy									I
MsTtManager	modifiedDate									D
MsTtManager	logStatus						I		E	
MsTtManager	shortDescription							E		
MsTtManager	longDescription							E		
MsTtManager	commentLog							E		
MsTtManager	contactName (User's)									
MsTtManager	contactId (User's)			I						
MsTtManager	contactPhone (User's)									
MsTtManager	contactHomeDAAC (User's)									
MsTtManager	contactE-Mail (User's)				I					
MsTtManager	contactOrganization (User's)									
MsTtManager	catagory (Priority for Workoff)	I								
MsTtManager	receivedTime									
MsTtManager	associatedTTId (Trouble Ticket)									
MsTtManager	createTT (Trouble Ticket)									
MsTtManager	goToTT (Trouble Ticket)									
MsTtManager	ticketStatusHistory									
MsTtManager	sendE-MailToContact (to User)									I
MsTtManager	referredFromLogId (Another DAAC)									
MsTtManager	forwardTo (Another DAAC)									
MsTtManager	keyWord					I				

4.2.6 Restricted Data Access

This Section describes how a User Services Representative would respond to a user's request for access to restricted data. In the example scenario, the user contacts User Services via e-mail with a request for access to specific datasets. Access to the requested datasets is restricted. The User Services Representative responds to the request by interacting with the tools found on the User Services desktop. The specific order of activities may vary, due to Operator preference or local DAAC policy, but the basic elements comprising the event/work flow should be similar whenever a determination is being made regarding allowing a user access to restricted data.

4.2.6.1 Scenario Description

In this scenario, User Services receives a mail message from a User who is requesting access to specific datasets for which access restrictions exist. (It is assumed that the user attempted to order the datasets, and was informed that they did not have sufficient access privileges.) The User Services Representative (US Rep) creates a User Contact Log entry into which s/he records that a request for access to restricted data was received from the user. The US Rep then assigns the entry a "priority for processing," statuses the entry as "in-progress," and selects the "send mail" option (which generates a message to the user acknowledging receipt of their request). The US Rep recognizes that the datasets to which access privileges are being requested are held at the user's home DAAC. If the data sets were held at another DAAC, the user's request for access would be referred to that DAAC.

The US Rep looks up the requester's User Profile to authenticate the user and to obtain additional information regarding the user (such as research field, organization, sponsor, affiliations, etc.) After authenticating the user, the US Rep launches the Guide search tool and enters a search string to locate the Policy Document associated with the datasets requested. When the document is located, the US Rep reads the policy to see if it contains guidelines regarding access to restricted data. It is presumed that access to some types of restricted data may be granted based on an individual's affiliations, organization, sponsor, or other specific criteria, as defined in the applicable Policy Document. In such cases, the US Rep should be able to make an access determination based on the Policy Document and User Profile information. If a Policy Document cannot be found, or if the policy for a specific dataset requires, the US Rep will forward the request for access on to an Approval Authority. The Approval Authority will make the determination as to whether the user should be granted access to the restricted data. Once the determination is made (which may take months), the US Rep is informed of the decision, and will notify the user of the yes/no decision. In this scenario the US Rep is able to grant data access privileges based on guidelines contained in the Policy Document.

If the user is approved for access to restricted data (whether approval is gained by Policy Document guidelines or by an Approval Authority), actual access to the restricted data is gained by being associated with the appropriate Group. Thus, the US Rep must add the user to a Group which has privileges to access the specified restricted data. Because Groups may have access to more than one type of restricted data, the US Rep must exercise caution to be certain that the user is added to an appropriate Group (e.g. be sure the user does not inadvertently gain access to additional datasets for which access approval has not been granted). A user is added to a Group via the DCE Administration Tool. In this scenario, only one user is added to the Group. However, if the User Services Rep had a list of user's who were approved to be added to the Group, s/he could write a "script" that would allow the users to be added in a "batched" fashion.

The US Rep then returns to the User Contact Log and retrieves the entry into which the request for access to restricted data was originally logged. The US Rep updates the entry to indicate that the user was/was not granted privileges to access the requested datasets. S/he then statuses the event as "closed," selects the "send mail" option, and submits the entry. The log sends an e-mail message to the user informing them that their access privileges have/have not been changed and asks them to call User Services if additional follow-up is needed.

Scenario Assumptions

- The user is already registered.

- The user clearly identifies the datasets s/he wants but does not currently have the required privileges to access.

- Policy guidelines are available for determining if the user can be granted access to the restricted datasets.

- The DAAC that holds the restricted data is responsible access decisions, and for changing the access privileges of the user (add/delete him/her to/from the appropriate Group). In this scenario, the user's home DAAC is the DAAC that holds the restricted data.
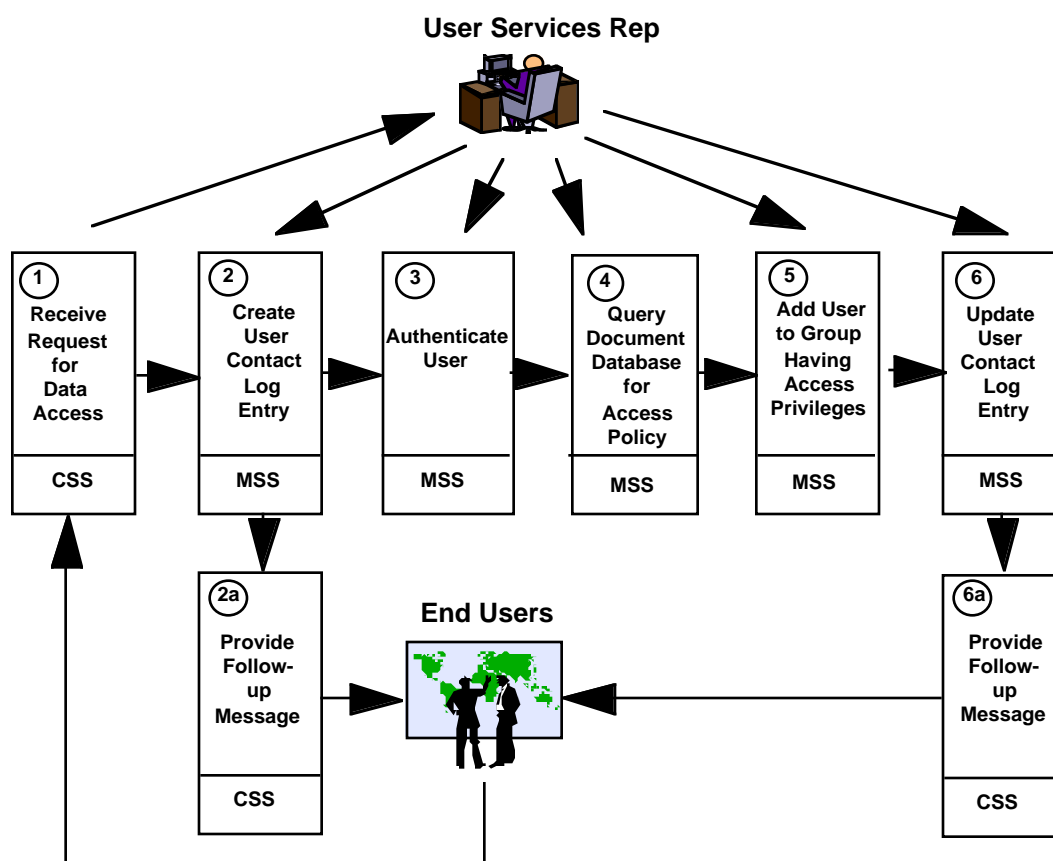

Figure 4.2.6.1-1. Restricted Data Access Functional Flow

4.2.6.2 User Services Representative Roles

The roles and responsibilities of the User Services Representative are defined in DID 607. Those responsibilities listed in DID 607 which apply directly to this scenario are given below.

1. Establish, maintain, monitor and report on user accounts and profiles in accordance with approved policies and procedures. (Includes assisting users who want access privileges granted for restricted data.)

2. Provide account and profile information, status and assistance to users, including billing questions.

4.2.6.3 Detailed Points of View

The Detailed Points of View that follows describes the process for determining if a user can be granted access to restricted data, as viewed by User Services Representatives, the ECS System via the desktop environment, and the User. Both human and machine interactions are briefly described. The tables reflect one example of how restricted data access might be granted.

User Services Rep	Desktop Environment	End Users
1 • Receives user's request.	• Forwards user's e-mail request to User Services.	• Sends e-mail message to User Services requesting to have access to restricted datasets.
• Invokes the User Contact Log.	• Launches the User Contact Log.	
2 • Creates a new log entry and enters notes regarding the user's request for access to restricted data.	• Accepts input.	
• Assigns Priority for work off and statuses as **In Progress**.	• Accepts input.	
• Selects "Send Mail" option and Submits the entry.	• Logs entry to the database and notifies user of request receipt.	• Receives message that request for access to restricted data has been received by User Services.
• Invokes Registration Manager.	• Launches interface to User Profile database.	
• Enters search parameter to find user's profile (see Workflow for parameters), and submits search.	• User Profile database application queries the database.	
3 • Views user's profile information and authenticates as a valid user.	• Returns user profile.	
• Invokes the Guide search tool.	• Launches interface to the Document Server.	

Figure 4.2.6.3-1. Restricted Data Access Points of View (1 of 3)

User Services Rep

Desktop Environment

End Users

(4) • Enters search string to locate appropriate policy document.

• Submits the search.

• Views the list of documents.

• Selects appropriate document from the list.

• Reads policy regarding access to requested datasets and determines that the user is authorized access.

• Closes the Guide search tool.

• Invokes the DCE Admin Tool.

• Selects Group which is authorized access to the requested datasets.

(5) • Enters the User ID of the user who is to be added to the Group.

• Accepts input.

• Queries the Document Data Server.

• Returns a list of documents.

• Retrieves and displays the policy document.

• Terminates the application.

• Opens the tool and displays a list of Groups.

• Displays list of group members.

• Accepts input.

Figure 4.2.6.3-2. Restricted Data Access Points of View (2 of 3)

User Services Rep

Desktop Environment

End Users

• Submits.

• Receives Verification.

• Closes the Group Editor.

• Returns to the User Contact Log.

• Enters search parameters to locate original entry. (See Workflow for parameters.)

(6) • Updates User Contact Log entry to indicate that the user has been granted access privileges for the requested data.

• Selects "Send Mail" option, statuses the event as **Closed**, and Submits.

• Adds the user to the Group.

• Returns verification that user has been added to the Group.

• Terminates the application.

• User Contact Log becomes the active window.

• Locates and displays original User Contact Log entry.

•Accepts input.

(6a)

• Submits entry to the database and e-mails update to user.

• Receives update saying that user's privileges have been changed to allow access to the requested data, and advising to contact User Services if additional follow-up is needed.
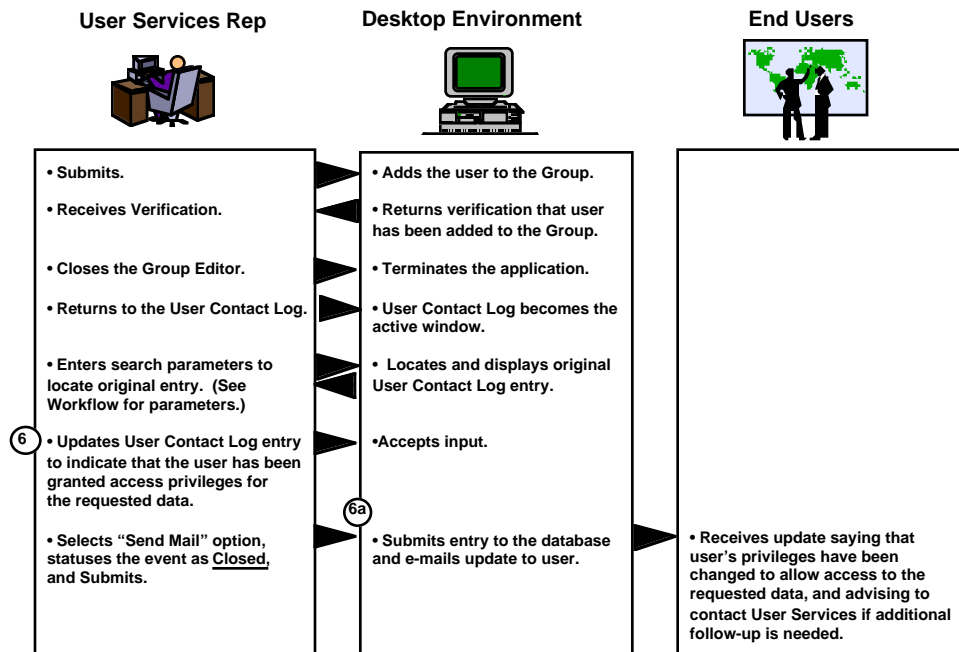
Figure 4.2.6.3-3. Restricted Data Access Points of View (3 of 3)

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4.2.6.4 Workflows

The Workflow that follows provides an example of how a determination regarding access to restricted data might be made. Specific circumstances concerning a request, or the user making the request, may cause the User Services Representative to choose a slightly different path than is represented here. The User Services desktop tools allow for flexibility.
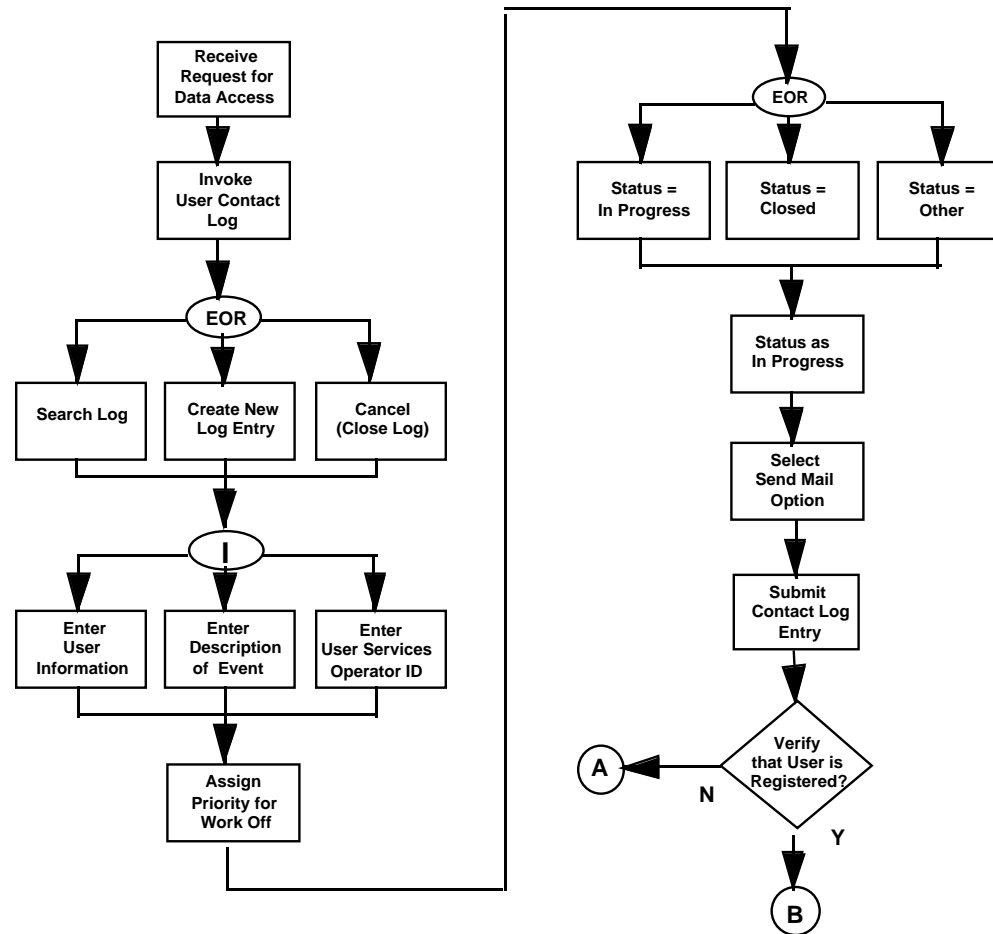
Figure 4.2.6.4-1. Restricted Data Access Workflow (1 of 4)

Table 4.2.6.4-1. Data Activity for User Contact Log - Create Entry

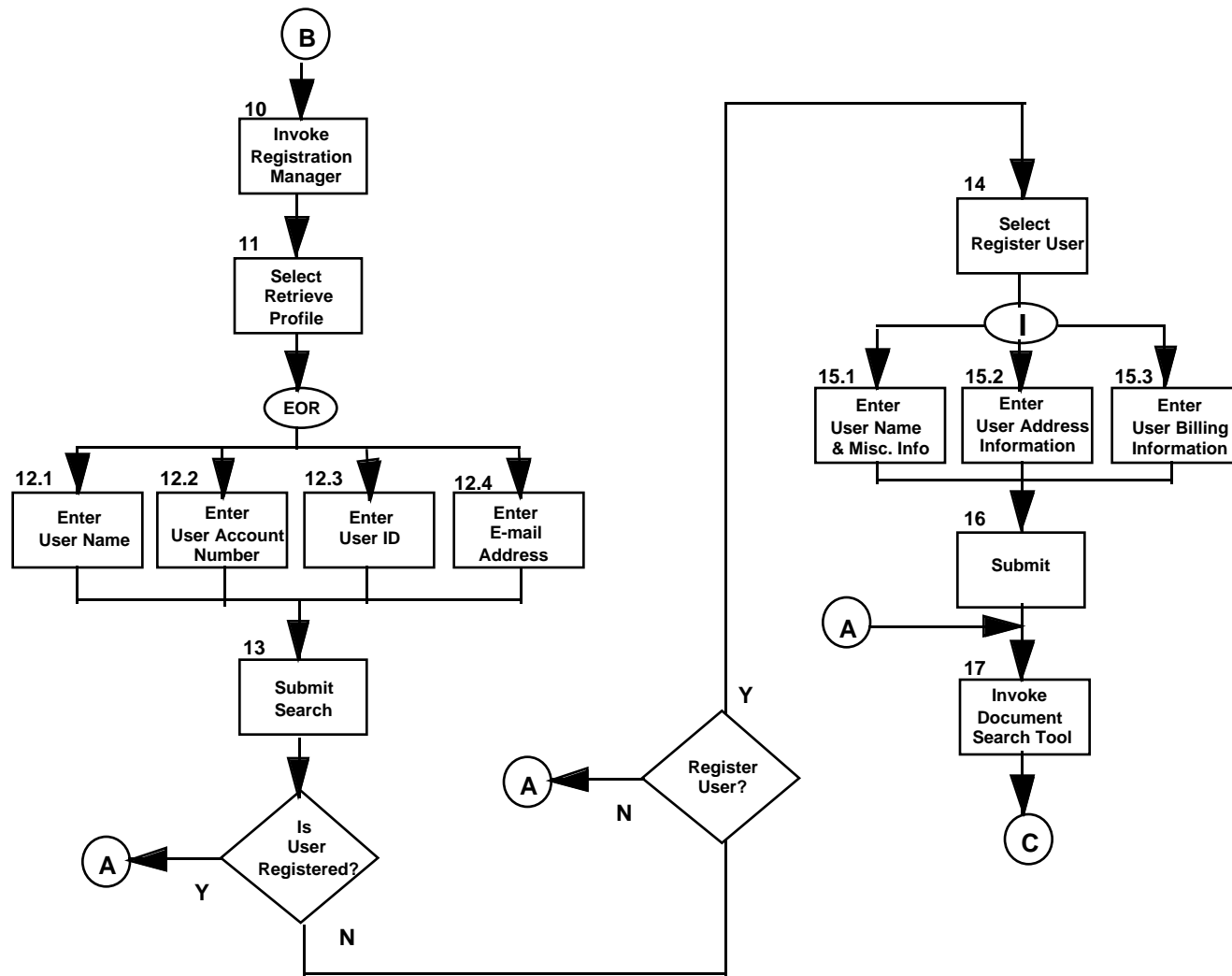| Object Name	Data Element	User Contact Log Activity - Create Entry								
		3.2	4.1	4.2	4.3	5	7	8	9	
MsTtManager	receivingOperator (US Rep)				I					
MsTtManager	enteredTime								D	
MsTtManager	logId	D								
MsTtManager	assignedTo									
MsTtManager	lastModifiedBy									
MsTtManager	modifiedDate									
MsTtManager	logStatus						I			
MsTtManager	shortDescription			I						
MsTtManager	longDescription			I						
MsTtManager	commentLog			I						
MsTtManager	contactName (User's)		I							
MsTtManager	contactId (User's)		I							
MsTtManager	contactPhone (User's)		I							
MsTtManager	contactHomeDAAC (User's)		I							
MsTtManager	contactE-Mail (User's)		I							
MsTtManager	contactOrganization (User's)		I							
MsTtManager	catagory (Priority for Workoff)					I				
MsTtManager	receivedTime	D								
MsTtManager	associatedTTId (Trouble Ticket)									
MsTtManager	createTT (Trouble Ticket)									
MsTtManager	goToTT (Trouble Ticket)									
MsTtManager	ticketStatusHistory									
MsTtManager	sendE-MailToContact (to User)							I		
MsTtManager	referredFromLogId (Another DAAC)			I						
MsTtManager	forwardTo (Another DAAC)									

Figure 4.2.6.4-2. Restricted Data Access Workflow (2 of 4)

Table 4.2.6.4-2. Data Activity for User registration Tool - Query for Profile

Object Name	Data Element	User Registration Tool Activity - Query for Profile							
		12.1	12.2	12.3	12.4				
UpdateProfile	userID			I					
UpdateProfile	userName	I							
UpdateProfile	accountNumber		I						
UpdateProfile	homeDAAC								
UpdateProfile	telNum								
UpdateProfile	emailAddr				I				

C

18.1
Enter
Search String
to Locate Policy

18.2
Cancel
(Close Tool)

19
Submit
Search

Policy
Document
Found?

N → EOR → **D**

Y

20
Read to
Determine if
User can be
Granted Access

Is
Requestor
Covered By
Policy?

N → **D**

Y

21
Close
Guide
Search Tool

E

22
Invoke
DCE Admin
Tool

23
Select Group
With Access to
Needed
Datasets

24
Enter UserID
of User to be
Added to Group

25
Submit

G

**Approval
Authority**

D

EOR

26.1
Notify User
that Requested
Access is
Denied

F

26.2
Forward
Request to
Approval
Authority

≈

EOR

27.1
Receive
Message that
Access is
Approved

E

27.2
Receive
Message that
Access is
Denied

28
Notify User
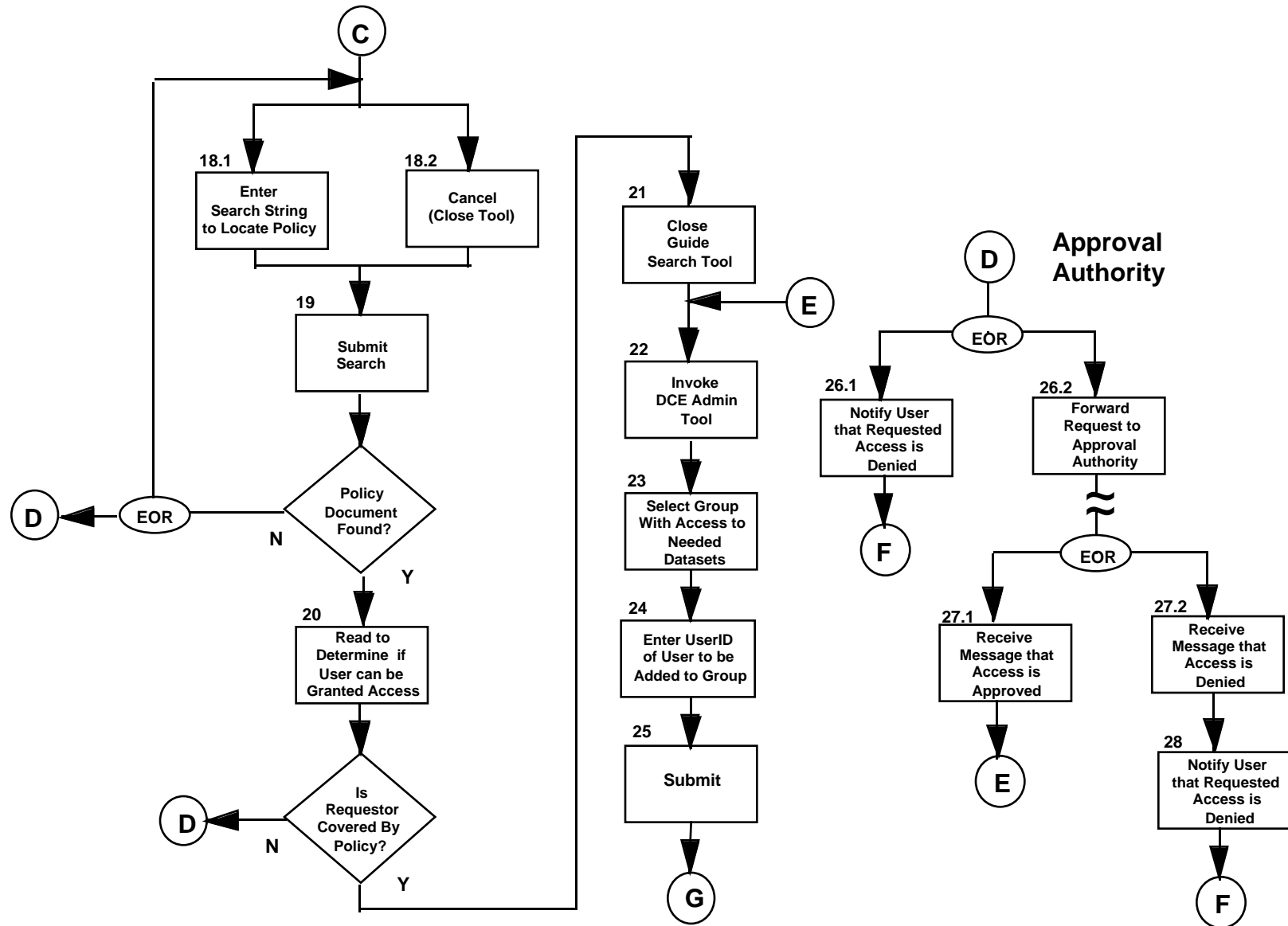that Requested
Access is
Denied

F

Figure 4.2.6.4-3. Restricted Data Access Workflow (3 of 4)

Table 4.2.6.4-3a. Data Activity for Document Search Tool

Object Name	Data Element	Document Search Tool Activity							
		17	18.1						
DsEsGuide	ECSGuide (documents/ references)	I							
DsEsGuideTypeID	textStringQuery		I						
	keyWordQuery		I						

Table 4.2.6.4-3b. Data Activity for DCE Admin. Tool - Add User to Group

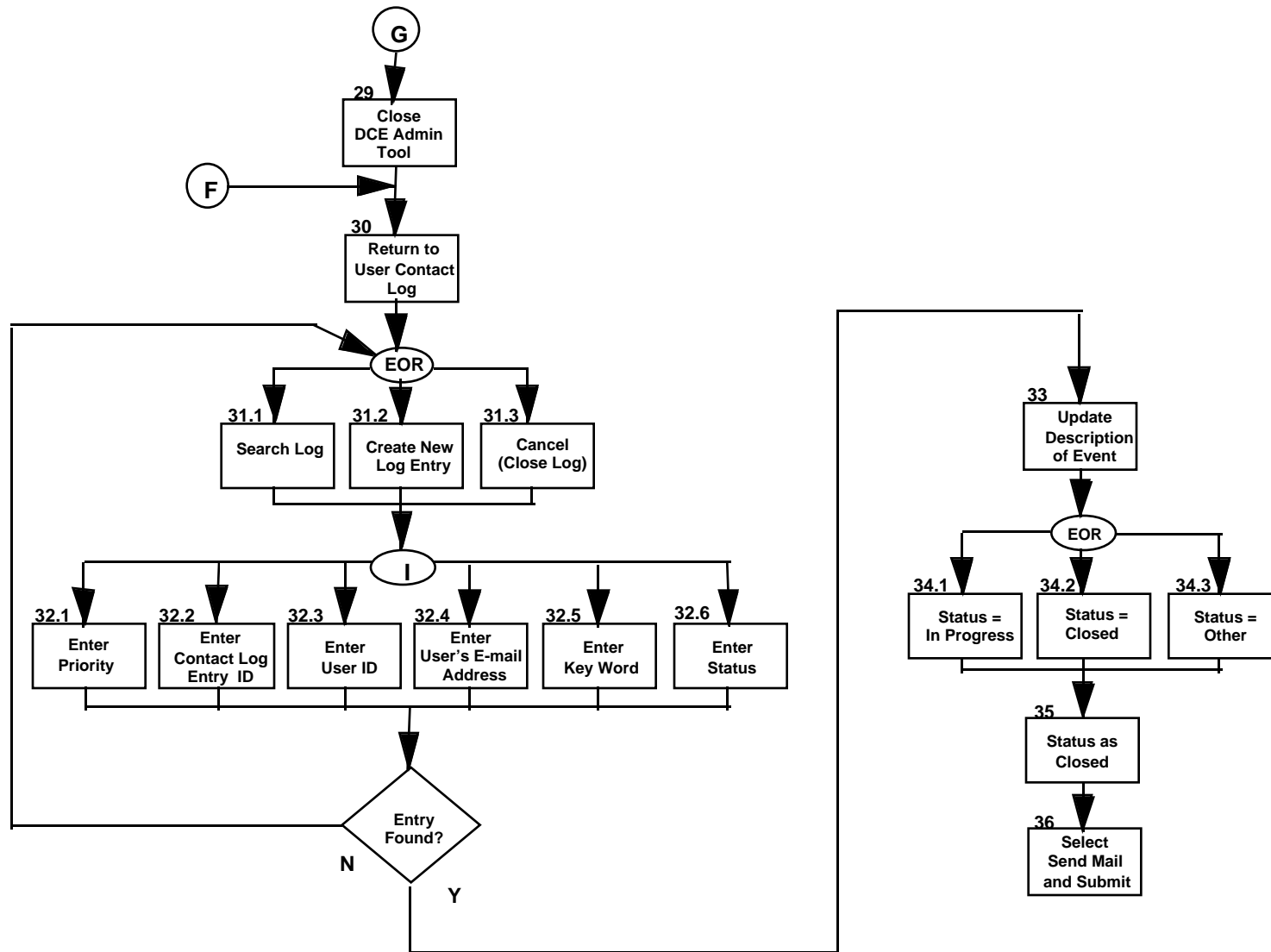| Object Name	Data Element	DCE Admin Tool Activity - Add User to Group							
		23	24	25	29				
HPDCEAccntMgr	userIdQuery								
HPDCEAccntMgr	groupIdQuery	I							
HPDCEAccntMgr	userId		I						
HPDCEAccntMgr	screenCmd								
	screenCmd = Add		I						
	screenCmd = Delete								
	screenCmd = OK			I					
	screenCmd = Cancel								
	screenCmd = Exit				I				

Figure 4.2.6.4-4. Restricted Data Access Workflow (4 of 4)

Table 4.2.6.4-4. Data Activity for User Contact Log - Update Entry

Object Name	Data Element	User Contact Log Activity - Update Entry								
		32.1	32.2	32.3	32.4	32.5	32.6	33	35	36
MsTtManager	receivingOperator (US Rep)									
MsTtManager	enteredTime									D
MsTtManager	logId		I							
MsTtManager	assignedTo									
MsTtManager	lastModifiedBy									I
MsTtManager	modifiedDate									D
MsTtManager	logStatus						I		E	
MsTtManager	shortDescription							E		
MsTtManager	longDescription							E		
MsTtManager	commentLog							E		
MsTtManager	contactName (User's)									
MsTtManager	contactId (User's)			I						
MsTtManager	contactPhone (User's)									
MsTtManager	contactHomeDAAC (User's)									
MsTtManager	contactE-Mail (User's)				I					
MsTtManager	contactOrganization (User's)									
MsTtManager	catagory (Priority for Workoff)	I								
MsTtManager	receivedTime									
MsTtManager	associatedTTId (Trouble Ticket)									
MsTtManager	createTT (Trouble Ticket)									
MsTtManager	goToTT (Trouble Ticket)									
MsTtManager	ticketStatusHistory									
MsTtManager	sendE-MailToContact (to User)									I
MsTtManager	referredFromLogId (Another DAAC)									
MsTtManager	forwardTo (Another DAAC)									
MsTtManager	keyWord					I				

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